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May 31, 2016

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**RECOMMENDATION TO AWARD CONTRACTS WITH VARIOUS AGENCIES TO PROVIDE
DOMESTIC VIOLENCE SUPPORTIVE SERVICES
(ALL DISTRICTS - 3 VOTES)**

SUBJECT

The Department of Public Social Services (DPSS) seeks Board approval to execute three-year contracts with 38 non-profit agencies for the provision of Domestic Violence Supportive Services (DVSS) for California Work Opportunity and Responsibility to Kids (CalWORKs) participants and their children, General Relief (GR), and General Relief Opportunities for Work (GROW) participants who are victims of domestic violence residing in the County of Los Angeles (County). The current contracts expire on June 30, 2016.

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the Director of DPSS, or her designee, to prepare and execute contracts for DVSS services in substantially similar form as Enclosure I with 38 agencies in the amounts indicated on Enclosure II. The contracts will be effective July 1, 2016 through June 30, 2019. The annual maximum cost for the DVSS contracts is estimated at \$16,331,503 with a three-year maximum cost of approximately \$48,994,509. Services to CalWORKs participants are fully funded by CalWORKs Single Allocation in the annual cost of \$16,090,503. Services to GR and GROW participants are funded by net County cost (NCC) in annual amounts of \$60,000 and \$181,000, respectively, for a total NCC of \$241,000.

2. Delegate authority to the Director of DPSS, or her designee to extend the contracts for up to two one-year periods if the Program and type of services provided have no substantive changes. Prior to executing such amendments, approvals will be obtained from the: (1) California Department of

Social Services to extend the contracts; and 2) County Counsel as to form. The Director of DPSS, or her designee, will notify the Board within ten business days after execution.

3. Delegate authority to the Director of DPSS, or her designee, to prepare and execute amendments to the DVSS contracts for: (a) instances which affect the scope of work, term, contract sum, payment terms, or any other term or condition in the contract; (b) additions and/or changes required by the Board or Chief Executive Officer (CEO); (c) changes to be in compliance with applicable County, State, and federal regulations, or (d) increases or decreases of no more than 10 percent of the original contract amounts based on contractors' performance, County needs, and funding availability. The approval of County Counsel as to form will be obtained prior to executing such amendments. The Director shall notify the Board within ten business days after execution.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The current contracts expire on June 30, 2016, and new contracts are required to continue providing DVSS services. The recommended action will allow DPSS to provide DVSS case management and legal services to CalWORKs participants and their minor children, GR and GROW participants, who are victims of domestic violence. For the purpose of these contracts, CalWORKs participants refer only to CalWORKs Welfare-to-Work (WtW) participants.

Implementation of Strategic Plan Goals

This recommended action is consistent with the principles of the Countywide Strategic Plan, Goal #1, Operational Effectiveness/Fiscal Sustainability: Maximize the effectiveness of processes, structure, operations, and strong fiscal management to support timely delivery of customer-oriented and efficient public services.

FISCAL IMPACT/FINANCING

The total maximum cost of the DVSS contracts for the three-year contract term is estimated at \$48,994,509. Of the estimated \$48,994,509, \$48,271,509 is funded with CalWORKs Single Allocation. The estimated contract amount (CalWORKs funding) for Fiscal Year (FY) 2016-17 is \$16,090,503; there is no NCC impact after the required CalWORKs Maintenance of Effort is met. The estimated annual amount for GR and GROW portion will be \$60,000 and \$181,000, respectively, for a total of \$241,000, which is 100 percent NCC.

The annual cost for the DVSS contracts is \$16,331,503 allocated as follows:

Program	Amount	Funding Source
CalWORKs	\$16,090,503	CalWORKs Single Allocation 100%
GR	\$60,000	NCC 100%
GROW	\$181,000	NCC 100%
Total Annual Cost	\$16,331,503	

The total annual NCC impact is \$241,000.

Funding for DVSS is included in the Department's FY 2016-17 Budget. Funding for future fiscal years will be included in the Department's Budget requests.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Under the DVSS contracts, contractors will provide case management and/or legal services to CalWORKs participants and their minor children, GROW, and GR participants. The program allows for the provision of services that include, but are not limited to, crisis intervention, counseling, therapy, education, shelter, and legal assistance services. These services assist participants with attaining safety, stability, and self-sufficiency. The expected outcome is that participants have a safety plan in place and participate in WtW activities. Contractor performance will be measured by the percent of participants with a safety plan and service plan in place; the percent of participants who are making satisfactory progress toward overcoming barriers to employment; and the percent of participants in WtW activities.

The contract provides for termination by the County upon 10-day written notice, should termination be in the County's best interest. The contract also contains a provision which limits the County's obligation if funding is not appropriated by the State and the Board of Supervisors.

The contracts will not result in the unauthorized disclosure of confidential information and will be in full compliance with federal, State and County regulations.

The contractors are in compliance with all Board, CEO, and County Counsel requirements.

The Department has evaluated and determined that the Living Wage Program (County Code 2.201) does not apply as the recommended contract is not being awarded under the provisions of Chapter 2.121 of the County Code.

County Counsel has reviewed this Board letter, and has approved the contract as to form.

CONTRACTING PROCESS

DVSS was solicited through a competitive process under Los Angeles County Code, Chapter 2.121 et seq. On December 3, 2015, DPSS released a Request for Statement of Qualifications (RFSQ) for DVSS. California Department of Social Services approved the RFSQ method pursuant to Manual of Policies and Procedures Section 23-650.1.17. The RFSQ was advertised in the following newspapers: Los Angeles Times, La Opinion, Long Beach Press Telegram, Antelope Valley Press, and the San Gabriel Valley Tribune. Announcements were mailed to over 450 agencies on the DPSS Bidders list. The RFSQ was also posted on the "L.A. County Doing Business with Us" website and the "DPSS Contract Opportunities" website.

DPSS received 79 responses from 46 agencies. Ten agencies were disqualified for not meeting the minimum requirements set forth in the RFSQ. In accordance with the County Protest Policy, disqualified agencies were provided the opportunity to request a Disqualification Review. A DPSS manager not substantially involved in the RFSQ reviewed the disqualification. Seven agencies submitted a request for Disqualification Review. The Department's disqualification of the agencies was sustained for five agencies and overturned for two agencies.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommended actions will enable DPSS to provide beneficial services to victims of

domestic violence and their children. These services enable them to overcome barriers and move toward self-sufficiency.

The contracts will not infringe on the role of the County in relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

Upon Board approval, the Executive Officer, Board of Supervisors, is requested to return one adopted stamped Board letter to the DPSS.

Respectfully submitted,



SHERYL L. SPILLER

Director

SLS:tp

Enclosures

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors



CONTRACT

BY AND BETWEEN

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES

AND

(CONTRACTOR)

FOR

DOMESTIC VIOLENCE SUPPORTIVE SERVICES

Prepared by
Department of Public Social Services
Bureau of Administrative Services
Contract Management Division
12900 Crossroads Parkway South, 2nd Floor
City of Industry, California 91746-3411

**CONTRACT PROVISIONS
TABLE OF CONTENTS**

RECITALS	1
1.0 APPLICABLE DOCUMENTS	1
2.0 DEFINITIONS	2
3.0 WORK	7
4.0 TERM OF CONTRACT	8
5.0 CONTRACT SUM/COMPENSATION	8
6.0 ADMINISTRATION OF CONTRACT- COUNTY	15
6.1 COUNTY CONTRACT DIRECTOR	15
6.2 COUNTY SUPERVISING COUNTY CONTRACT ADMINISTRATOR.....	16
6.3 COUNTY CONTRACT ADMINISTRATOR.....	16
6.4 COUNTY CONTRACT PROGRAM MANAGER.....	16
6.5 CONTRACT PROGRAM MONITOR.....	17
6.6 ADMINISTRATIVE ASSISTANT II	17
7.0 ADMINISTRATION OF CONTRACT - CONTRACTOR	17
7.1 CONTRACTOR’S PROJECT MANAGER.....	17
7.2 CONTRACTOR’S MANAGING/LEAD ATTORNEY.....	18
7.3 CONTRACTOR’S AUTHORIZED OFFICIAL(S).....	18
7.4 APPROVAL OF CONTRACTOR’S STAFF	18
7.5 CONTRACTOR’S STAFF IDENTIFICATION	19
7.6 BACKGROUND AND SECURITY INVESTIGATIONS	19
7.7 CONFIDENTIALITY	20
8.0 STANDARD TERMS AND CONDITIONS	21
8.1 AMENDMENTS	21
8.2 ASSIGNMENT AND DELEGATION.....	22
8.3 AUTHORIZATION WARRANTY	22
8.4 BUDGET REDUCTIONS	23
8.5 COMPLAINTS	23
8.6 COMPLIANCE WITH APPLICABLE LAW.....	23
8.7 COMPLIANCE WITH CIVIL RIGHTS LAW	24
8.8 COMPLIANCE WITH COUNTY’S JURY SERVICE PROGRAM.....	25
8.9 CONFLICT OF INTEREST	26
8.10 CONSIDERATION OF HIRING COUNTY EMPLOYEES TARGETED FOR LAYOFF/OR RE-EMPLOYMENT LIST	27
8.11 CONSIDERATION OF HIRING GAIN/GROW PROGRAM PARTICIPANTS.....	27

8.12	CONTRACTOR RESPONSIBILITY AND DEBARMENT	27
8.13	CONTRACTOR'S ACKNOWLEDGEMENT OF COUNTY'S COMMITMENT TO THE SAFELY SURRENDERED BABY LAW	29
8.14	CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM.....	30
8.15	COUNTY'S QUALITY ASSURANCE PLAN	30
8.16	DAMAGE TO COUNTY FACILITIES, BUILDINGS OR GROUNDS	31
8.17	EMPLOYMENT ELIGIBILITY VERIFICATION	31
8.18	FACSIMILE REPRESENTATIONS	31
8.19	FAIR LABOR STANDARDS.....	31
8.20	FORCE MAJEURE	32
8.21	GOVERNING LAW, JURISDICTION, AND VENUE	32
8.22	INDEPENDENT CONTRACTOR STATUS	32
8.23	INDEMNIFICATION.....	33
8.24	GENERAL PROVISIONS FOR ALL INSURANCE COVERAGE	33
8.25	INSURANCE COVERAGE.....	37
8.26	LIQUIDATED DAMAGES	38
8.27	MOST FAVORED PUBLIC ENTITY	39
8.28	NONDISCRIMINATION AND AFFIRMATIVE ACTION	40
8.29	NON EXCLUSIVITY.....	41
8.30	NOTICE OF DELAYS	41
8.31	NOTICE OF DISPUTES	41
8.32	NOTICE TO EMPLOYEES REGARDING THE FEDERAL EARNED INCOME CREDIT	41
8.33	NOTICE TO EMPLOYEES REGARDING THE SAFELY SURRENDERED BABY LAW	41
8.34	NOTICES.....	42
8.35	PROHIBITION AGAINST INDUCEMENT OR PERSUASION	42
8.36	PUBLIC RECORDS ACT.....	42
8.37	PUBLICITY	42
8.38	RECORD RETENTION AND INSPECTION/AUDIT SETTLEMENT	43
8.39	RECYCLED BOND PAPER	44
8.40	SUBCONTRACTING	44
8.41	TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM	46
8.42	TERMINATION FOR CONVENIENCE.....	46
8.43	TERMINATION FOR DEFAULT.....	47
8.44	TERMINATION FOR IMPROPER CONSIDERATION	48

8.45	TERMINATION FOR INSOLVENCY.....	48
8.46	TERMINATION FOR NON-ADHERENCE OF COUNTY LOBBYIST ORDINANCE	49
8.47	TERMINATION FOR NON-APPROPRIATION OF FUNDS.....	49
8.48	VALIDITY.....	49
8.49	WAIVER	49
8.50	WARRANTY AGAINST CONTINGENT FEES	50
8.51	WARRANTY OF COMPLIANCE WITH COUNTY’S DEFAULTED PROPERTY TAX REDUCTION PROGRAM.....	50
8.52	TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY’S DEFAULTED PROPERTY TAX REDUCTION PROGRAM.....	50
8.53	TIME OFF FOR VOTING	50
9.0	UNIQUE TERMS AND CONDITIONS	51
9.1	HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)	51
9.2	CONTRACTOR’S CHARITABLE ACTIVITIES COMPLIANCE.....	51
9.3	CHILD/ELDER ABUSE/FRAUD REPORTING	52
9.4	COMPLIANCE WITH AUDITOR CONTROLLER CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK.....	52
9.5	COMPLIANCE WITH REGULATIONS.....	52
9.6	CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY, AND VOLUNTARY EXCLUSION LOWER-TIER COVERED TRANSACTIONS (45 C.F.R Part 76).....	53
9.7	SHRED DOCUMENTS	54
	SIGNATURES.....	55
Standard Exhibits		
A	DVSS Statement of Work and Technical Exhibits	
B	DVSS Case Management Pricing Schedule and Sample Invoices	
C	DVSS Legal Services Pricing Schedule and Sample Invoices	
D	Contractor’s Annual Budget	
E	County’s Administration	
F	Contractor’s Administration	
G1	Contractor Acknowledgement and Confidentiality Agreements	
G2	Contractor Employee Acknowledgement and Confidentiality Agreement	
G3	Contractor Non-Employee Acknowledgment and Confidentiality Agreement	
H	Contractor Employee Jury Service	
I	Certification of No Conflict of Interest	
J	Contractor’s EEO Certification	

- K Internal Revenue Service Notice 1015
- L Safely Surrender Baby Law
- M Charitable Contributions Certification
- N Contractor's Nondiscrimination in Services Certification
- O Complaint of Discriminatory Treatment – Civil Rights Complaint Form
- P Defaulted Property Tax Reduction Program
- Q Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tiered Covered Transactions (45 C.F.R. Part 76)
- R Revenue and Expenditure Report Summary

**CONTRACT BETWEEN
COUNTY OF LOS ANGELES,
DEPARTMENT OF PUBLIC SOCIAL SERVICES
AND
(CONTRACTOR)
FOR
DOMESTIC VIOLENCE SUPPORTIVE SERVICES**

This Contract and Exhibits made and entered into this ___ day of _____, 2016 by and between the County of Los Angeles, Department of Public Social Services hereinafter referred to as County and _____, hereinafter referred to as Contractor, to provide Domestic Violence Supportive Services. _____ is located at _____.

RECITALS

WHEREAS, the County has created a Domestic Violence Supportive Services Program for California Work Opportunity and Responsibility to Kids, Greater Avenues for Independence, General Relief and General Relief Opportunities for Work (CalWORKs/GAIN/GR/GROW) participants, pursuant to Section 11322.6 of the California Welfare and Institutions Code, hereinafter referred to as "Program"; and

WHEREAS, the Contractor specializes in providing Domestic Violence Supportive Services; and

WHEREAS, the Board of Supervisors has authorized the Director of the Department of Public Social Services or designee to execute and administer this Contract;

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the parties agree to the following:

1.0 APPLICABLE DOCUMENTS

Exhibits A, B, C, D, E, F, G1, G2, G3, H, I, J, K, L, M, N, O, P, Q, and R are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to the Contract and then to the Exhibits according to the following priority:

Standard Exhibits:

Exhibit A	Statement of Work and Technical Exhibits
Exhibit B	DVSS Case Management Pricing Schedule and Sample Invoices

Exhibit C	DVSS Legal Services Pricing Schedule and Sample Invoices
Exhibit D	Contractor's Annual Budget
Exhibit E	County's Administration
Exhibit F	Contractor's Administration
Exhibit G1	Contractor Acknowledgement and Confidentiality Agreement
Exhibit G2	Contractor's Employee Acknowledgement and Confidentiality Agreement
Exhibit G3	Contractor's Non-Employee Acknowledgement and Confidentiality Agreement
Exhibit H	Contractor Employee Jury Service
Exhibit I	Certification of No Conflict of Interest
Exhibit J	Contractor's EEO Certification
Exhibit K	Internal Revenue Service Notice 1015
Exhibit L	Safely Surrendered Baby Law
Exhibit M	Charitable Contributions Certification
Exhibit N	Contractor's Nondiscrimination in Services Certification
Exhibit O	Complaint of Discriminatory Treatment – Civil Rights Complaint Form
Exhibit P	Defaulted Property Tax Reduction Program
Exhibit Q	Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion – Lower Tiered Covered Transactions (C.F.R. Part 76)
Exhibit R	Revenue and Expenditure Report Summary

This Contract and the Exhibits hereto constitute the complete and exclusive statement of understanding between the parties, and supersedes all previous Contracts, written and oral, and all communications between the parties relating to the subject matter of this Contract. No change to this Contract shall be valid unless prepared pursuant to Subsection 8.1 – Amendments and signed by both parties.

2.0 DEFINITIONS

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein shall be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

2.1 Administrative Directives/Release: Written policies and procedures developed and distributed by the Department of Public Social Services (DPSS).

- 2.2 Assistance Unit (AU):** Per State regulations, AU is defined as a group of related persons living in the same household who have been determined eligible for CalWORKs under the same case.
- 2.3 Administrative Assistant II:** The individual designated by County with authority to act as outlined in Section 6.0, Administration of Contract - County, Subsection 6.6.
- 2.4 Battered Non-Citizen Participant:** A Participant who has been determined to be eligible by the United States Citizenship and Immigration Services (USCIS) via an approved or prima facie (pending) determination letter for Battered Non-Citizens under the Violence Against Women Act (VAWA) provisions and for whom CalWORKs benefits have been issued or approved.
- 2.5 Board of Supervisors (BOS):** The governing body of the County of Los Angeles.
- 2.6 Budget:** The document that details the Contractor's administrative and direct program costs for providing services. It is included in the Contract as Exhibit D.
- 2.7 Budget Line Item:** Each line-item in the budget.
- 2.8 Bureau of Program and Policy (BPP):** The Bureau within Department of Public Social Services responsible for the development/implementation of programs and policies for services offered to General Relief, General Relief Opportunity for Work, and CalWORKs participants under this Contract.
- 2.9 Business Day(s):** Monday through Friday between the hours of 8:00 AM to 5:00 PM, excluding County Holidays.
- 2.10 Calendar Day(s):** All days of the week including Saturdays, Sundays, and County Holidays.
- 2.11 CalWORKs Participant:** A person enrolled in the CalWORKs program including his/her minor dependent children who receive temporary cash assistance and employment services, unless otherwise exempt. For the purpose of this Contract, CalWORKs participant refers only to CalWORKs Welfare-to-Work participants.
- 2.12 California Work Opportunities and Responsibilities to Kids (CalWORKs) Program:** California Work Opportunities and Responsibility to Kids is a federal mandated public assistance program administered by the County to provide temporary financial assistance and employment services to families with minor children. Eligible families receive cash aid

and Medi-Cal. CalWORKs families may be eligible for CalFresh benefits (previously referred to as Food Stamps)

- 2.13 Cohabitant(s):** Two unrelated adult persons living together for a substantial period of time, resulting in some permanency of relationship. Factors that may determine whether persons are cohabiting include, but are not limited to, all of the following: a) sexual relations between the parties while sharing the same living quarters; b) sharing of income or expenses; c) joint use of ownership of property; d) whether the parties hold themselves out as husband and wife; e) the continuity of the relationship; and f) the length of the relationship.
- 2.14 Concurrent WtW Activity:** To complete one or more GAIN or GROW Welfare-to-Work (WtW) activities during the same service period but before exiting DVSS.
- 2.15 Contract:** This agreement executed between County and Contractor. It sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, services, and other work including the Statement of Work.
- 2.16 Contractor:** A Proposer who has entered into a contract with the County to perform work described in the Request for Statement of Qualifications (RFSQ).
- 2.17 Contract Discrepancy Report (CDR):** A report used by the County to record discrepancies or problems with Contractor's performance. If Contractor's performance is judged unsatisfactory, the County Contract Administrator (CCA) is required to forward a CDR to the Contractor for his/her response.
- 2.18 Contract Invoicing System (CIS):** An electronic system to process invoices that requires the Contractor to complete and submit invoices and supporting documentation electronically to County and to provide all technical capabilities.
- 2.19 Contract Management Division (CMD):** The division under the Department of Public Social Services responsible for the Contract.
- 2.20 Contractor Project Manager:** The individual designated by the Contractor to administer the Contract operations after the Contract award.
- 2.21 County Contract Administrator (CCA):** Person designated as chief contact person with respect to the day-to-day administration of the Contract as outlined in Section 6.0, Administration of Contract - County, Section 6.3.
- 2.22 County Contract Director:** Person designated by County who will have the authority to act as the CCD on all matters pertaining to this Contract and

as outlined in Section 6.0, Administration of Contract – County, Subsection 6.1.

- 2.23 County Contract Program Manager (CCPM):** Person designated to the program and policy aspects of the Contract as outlined in Section 6.0, Administration of Contract – County, Subsection 6.4.
- 2.24 Contract Program Monitor (CPM):** The individual designated by County with authority to act as outlined in Section 6.0, Administration of Contract - County, Subsection 6.5.
- 2.25 Day(s):** Calendar day(s) unless otherwise specified.
- 2.26 Department or DPSS:** The County of Los Angeles' Department of Public Social Services.
- 2.27 Director:** Director of the Department of Public Social Services.
- 2.28 Domestic Violence (DV):** Abuse committed against an adult or a minor who is a spouse, former spouse, cohabitant, former cohabitant, or person with whom the suspect has had a child or is having or has had a dating or engagement relationship.
- 2.29 Domestic Violence Contract Program Review Training:** A domestic violence program review training developed by DPSS staff for Contractor staff working on this Contract.
- 2.30 Fiscal Year (FY):** The twelve (12) month period beginning July 1st and ending the following June 30th.
- 2.31 Former CalWORKs WtW Participants Receiving Post-Employment Services (PES):** A participant who became ineligible for CalWORKs because of increased employment earnings or because aid was terminated at the participant's request and is participating in PES activities. PES are available for up to twelve (12) months from the date of termination from CalWORKs when the participant is engaged in an approved activity.
- 2.32 Greater Avenues for Independence (GAIN):** A program within CalWORKs that helps CalWORKs participants prepare for and find employment.
- 2.33 GAIN Case Manager (GCM):** A contracted employee that develops and monitors individualized employment plans for GAIN program participants and identifies and provides support services to GAIN participants.
- 2.34 GAIN Services Worker (GSW):** The designated GAIN worker that develops and monitors individualized employment plans for GAIN program

participants and identifies and provides support services to GAIN participants.

- 2.35 General Relief (GR) Program:** A County-funded program that provides temporary cash aid to indigent adults and certain sponsored legal immigrant families who are ineligible for federal or State programs.
- 2.36 General Relief Opportunity for Work (GROW) Program:** A program within GR that provides employment and training services to help employable GR participants obtain jobs and achieve self-sufficiency.
- 2.37 GROW Case Manager:** The designated GROW worker that develops and monitors individualized employment plans for GROW program participants and identifies and provides support services to GROW participants.
- 2.38 Monthly Management Report (MMR):** The monthly report to be submitted to the CCPM by the Contractor detailing information on DVSS provided to participants being served under this Contract in the service month.
- 2.39 Non-Custodial Parents:** A parent of CalWORKs eligible child(ren). A Non-Custodial Parent is not CalWORKs eligible, but may be eligible for DVSS based on the results of the form PA 1206, Screening for Potential CalWORKs Eligibility, administered by DPSS.
- 2.40 Other Eligible Participant:** A participant who qualifies under Violence Against Women Act (VAWA), Family Based Petitions, Self-Petition by Widowers, Cancellation of Removal/Suspension of Deportation Petitions or have been determined to be eligible under Senate Bill (SB) 1569, victims of domestic violence and/or serious crimes (U-Visa petition), or human trafficking victims (T-Visa).
- 2.41 Participant:** A victim of DV who receive services under this Contract.
- 2.42 Para-professional:** An individual who has not yet received his/her professional license to provide counseling/therapy.
- 2.43 Performance Requirements Summary (PRS) Chart:** A document furnished by the County that identifies and summarizes elements of this Contract that the County will be evaluating to ensure that Contract performance standards are met by the Contractor.
- 2.44 Post-Time Limited (PTL) CalWORKs WtW Participant:** A participant who has exhausted his/her 60 months of cash aid; may still be receiving cash aid based on his/her qualifying children and is participating in PTL services.

- 2.45 Quality Assurance Program:** All necessary measures taken by Contractor to assure that the quality of service will meet Contract requirements regarding timeliness, accuracy, appearance, completeness, consistency, and conformity.
- 2.46 Refugee Employment Program (REP) Referrals for Refugee Cash Assistance (RCA) Participants:** A refugee participant as established by the United States Citizenship and Immigration Services (USCIS) who receive cash aid and is enrolled as a Participant with a Refugee Employment Program Contractor.
- 2.47 Service Category:** For this contract, the service categories are Case Management Services and Legal Services.
- 2.48 Request For Statement of Qualifications (RFSQ):** A solicitation based on establishing a pool of Qualified Contractors to provide services through Contracts.
- 2.49 Service Period:** The time in which DVSS began and the time DVSS services ended, terminated or discontinued.
- 2.50 Standards:** Minimum requirements set by the County for Contractor to perform a service or activity.
- 2.51 Statement of Qualifications (SOQ):** A Contractor's response to an RFSQ.
- 2.52 Statement of Work (SOW):** A written description of tasks and/or deliverables to be provided by Contractor under this Contract.
- 2.53 Supervising County Contract Administrator (SCCA):** The individual designated by the County's Section Manager to oversee overall management of this contract as outlined in Section 6.0, Administration of Contract - County, Section 6.2.
- 2.54 Undisclosed:** A location that is not advertised or publicized.
- 2.55 Welfare-to-Work (WtW):** The employment segment of CalWORKs designed to assist individuals who are receiving assistance through CalWORKs to transition as rapidly as possible from dependence on public assistance into self-sufficiency through unsubsidized employment.

3.0 WORK

- 3.1** Pursuant to the provisions of this Contract, the Contractor shall fully perform all necessary activities involved in providing domestic violence supportive services as set forth in Exhibit A, Statement of Work - Domestic Violence Supportive Services Program and this Contract as set forth herein.

- 3.2 If Contractor provides any task, deliverable, service, or other work to County that utilizes other than approved Contractor Personnel, and/or that goes beyond the Contract expiration date, and/or that exceeds the Total Maximum Amount as specified in the Contract as originally written or modified in accordance with Subsection 8.1, Amendments, these shall be gratuitous efforts on the part of Contractor for which Contractor shall have no claim whatsoever against County.
- 3.3 Contractor shall establish and maintain accurate, sufficient accounting, internal control, financial reporting, and administrative capacity to effectively administrate the services required under this Contract.

4.0 TERM OF CONTRACT

- 4.1 The term of this Contract shall be for three years. This Contract shall commence on July 1, 2016, or upon the date of its execution by the Director or designee as authorized by the Board of Supervisors whichever is later. This Contract shall expire on June 30, 2019 unless sooner extended or terminated, in whole or in part, as provided herein.
- 4.2 The County shall possibly have the option to extend this Contract term for up to two (2) additional one-year periods, for a maximum total Contract term of five (5) years. Each such option and extension shall be exercised at the sole discretion of the Department Head or his/her designee as delegated by the Board of Supervisors.
- 4.3 County maintains databases that track/monitor Contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a contract term extension option.
- 4.4 Contractor shall notify County when this Contract is within six (6) months from the expiration of the term as provided for hereinabove. Upon occurrence of this event, Contractor shall send written notification to the Department of Public Social Services at the address herein provided in Exhibit E, County's Administration.
- 4.5 Contractor shall not charge Participants any fees/cost for any services provided to the participant under this Contract.

5.0 CONTRACT SUM/COMPENSATION

- 5.1 The maximum contract amount is _____. The annual maximum per Fiscal Year (FY) is _____. The County shall not be liable in any event for payment in excess of this maximum annual amount as follows:

	Annual Amount for Case Management Services			
Supervisory District	CaWORKs	GR	GROW	Case Management Subtotal
1				
2				
3				
4				
5				
Case Management Total				

	Annual Amount for Legal Services			
Supervisory District	CaWORKs	GR	GROW	Legal Services Subtotal
1				
2				
3				
4				
5				
Legal Services Total				

5.2 Contractor shall be paid for services rendered based on Exhibit B, DVSS Case Management Pricing Schedule and Sample Invoices and Exhibit C, DVSS Legal Services Pricing Schedule and Sample Invoices.

5.2.1 Case Management

5.2.1.1 Contractor may submit invoices for Case Management services for a billing amount not to exceed a quarterly maximum billing cap of 25% of the annual amount for Case Management services. Budget amounts that are not expended up to the 25% billing cap, within the first three quarters of the FY, will rollover to the subsequent quarters within the same FY. Any funds not used by the end of the FY may not be rolled over to the next FY.

5.2.1.2 Invoices will be authorized for payment up to the quarterly billing cap of 25%. Invoice amount exceeding the 25% quarterly cap will be disallowed. However, the disallowed amount may be submitted through the supplemental invoice form, based on Exhibit B, DVSS Case Management Pricing Schedule and Sample Invoices, by June 30th of each FY of the contract. Supplemental invoices will be assessed for payment provided there are sufficient funds remaining to cover

the supplemental billings, after the 4th quarter billing has been processed.

5.2.1.3 Underutilized funds, not expended in each or all of the first three quarters of the FY, will rollover to the 4th quarter within the same FY. However, funds, not used by the end of each FY, will not be rolled over to the following FY.

5.2.2 Legal Services

5.2.2.1 Contractor may submit invoices for Legal Services for a billing amount not to exceed a semi-annual maximum billing cap of 50% of the annual amount for the Legal Services. Budget amounts that are not expended up to the 50% billing cap, in the first half of the FY, will rollover to the second half of the same FY. Any funds not used by the end of the FY may not be rolled over to the next FY.

5.2.2.2 Invoices will be authorized for payment up to the semi-annual billing cap of 50%. Invoice amount exceeding the 50% cap in the first semi-annual billing period will be disallowed. However, the disallowed amount may be submitted through the supplemental invoice inform, based on Exhibit C, DVSS Legal Services Pricing Schedule and Sample Invoices, by June 30th of each FY of the contract. Supplemental invoices will be assessed for payment provided there are sufficient funds remaining to cover the supplemental billings, after the second/final semi-annual billing has been processed.

5.2.1.3 Underutilized funds, not expended in the first semi-annual period of the FY, will rollover to the second/final billing period within the same FY. However, funds, not used by the end of each FY, will not be rolled over to the following FY.

5.3 The Contractor shall not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of the Contractor's duties, responsibilities, or obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall occur only with the County's express prior written approval.

5.4 The Contractor shall maintain a system of record keeping that will allow the Contractor to determine when it has incurred seventy-five percent

(75%) of the total contract authorization under this Contract. Upon occurrence of this event, the Contractor shall send written notification to the Department of Public Social Services at the address herein provided in Exhibit E, County's Administration.

5.5 No Payment for Services Provided Following Expiration/ Termination of Contract

Contractor shall have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any service provided by Contractor after the expiration or other termination of this Contract. Should Contractor receive any such payment it shall immediately notify County and shall immediately repay all such funds to County. Payment by County for services rendered after expiration/termination of this Contract shall not constitute a waiver of County's right to recover such payment from Contractor. This provision shall survive the expiration or other termination of this Contract.

5.6 Contractor's Budget

Exhibit D, Contractor's Annual Budget, is included for the purpose of providing an estimated cost to provide Domestic Violence Supportive Services and to establish general levels of total staffing which Contractor anticipates will be needed to complete the work required by this Contract.

5.7 Invoices and Payments

5.7.1 Contractor shall submit complete and accurate monthly invoice to the County for providing DVSS no later than 15 calendar days after the month service was rendered, using the Sample Invoice Formats in Exhibits B and C. If necessary, Contractor may submit Supplemental Invoices using the Sample Supplemental Invoices in Exhibits B and C.

5.7.1.1 Contractor shall submit a zero balance invoice no later than 15 days after the month of service, for months when no services were rendered.

5.7.2 The Contractor's invoices shall be priced in accordance with Exhibit B, DVSS Case Management Pricing Schedule and Sample Invoices and Exhibit C, DVSS Legal Services Pricing Schedule and Sample Invoices.

5.7.3 Payment for all work shall be based on the fixed fee-schedule price per service, subject to the Total Maximum Amount specified in each service less any amounts assessed in accordance with Subsection 8.26, Liquidated Damages.

5.7.4 Contractor shall submit an original invoice and a copy to the Invoicing County Contract Administrator to the following address:

Department of Public Social Services
Contract Management Division
Attn: Invoice Section
12900 Crossroads Parkway South, 2nd Floor
City of Industry, CA 91746

- 5.7.5 Contractor shall submit an invoice (Exhibits B and C) which shall specify:
- Contractor's Name and Address;
 - Contract Number and Contract Period;
 - Contract Type (Case Management or Legal Service);
 - Supervisorial District;
 - Month and year being invoiced;
 - First initial of persons served and invoiced;
 - DPSS Case Number;
 - Service type, units of service and price;
 - The total amount of the invoice; and
 - Year-to-date contract amount balance.
- 5.7.5.1 Should County implement a Contract Invoicing System for services under this Contract, Contractor shall create and submit electronic invoices as instructed.
- 5.7.6 **County Approval of Invoices** All invoices submitted by, Contractor must receive the written approval of County Contract Administrator, who shall be responsible for a detailed evaluation of Contractor's performance before approval and payment of invoices is permitted. In no event shall the County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld.
- 5.7.7 **Withholding of Payment** Payments to the Contractor will be made monthly provided that the Contractor is not in default under any provision of the Contract and has submitted a complete and accurate statement of payment. If Contractor fails to submit accurate, complete, and timely invoices to include but not limited to the back-up documentation stated in subsection 5.7.5 above, the County may withhold payment to Contractor up to the full amount of any invoice that would otherwise be due, until Contractor has satisfied the concerns of the County. Approval of payment will not be unreasonably withheld.
- 5.7.8 **Disallowed Costs** The County may withhold payments if the Contractor has failed to refund unexpended funds or funds spent for disallowed costs relating to any contract that the Contractor

has with the County. The County shall require the Contractor pay and the Contractor agrees to pay the full amount of the Contractor liability to the County or the State for such audit exceptions as were caused by the Contractor, upon demand by the County. The County shall notify the Contractor of any disallowed costs.

5.7.9 **Delay of Payment** The County may delay the last payment due (plus the previous full month payment due if the last payment is for less than a full month) until six (6) months after the expiration of this Contract. The Contractor shall be liable for payment within thirty (30) days written notice of any liquidated damages or other offset authorized by this Contract not deducted from any payment made by County to Contractor.

5.7.10 **Revenue and Expenditure Report Summary**

5.7.10.1 To ensure that Contractor fully utilizes County funds for contracted services, Contractor shall submit Exhibit R, Revenue and Expenditure Report Summary, on Contract revenues and expenditures for each fiscal year regardless of whether Contractor has any unspent funds. At the end of each FY, all funds paid to Contractor in excess of actual costs, for the provision of DVSS services that have been properly earned, including interest, are to be treated as unspent funds. For Year One and Year Two, Exhibit R, Revenue and Expenditure Report Summary, is due to DPSS CMD by August 31st following the end of each FY. For Year Three of the contract, Contractor must submit Exhibit R, Revenue and Expenditure Report Summary, to DPSS CMD by July 31, 2019.

5.7.10.2 Any revisions to Exhibit R, Revenue and Expenditure Report Summary, that County requires, shall be completed by Contractor within ten (10) calendar days of request.

5.7.10.3 Contractor shall follow standard accounting practices per Title 2 of the Code of Federal Regulations Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, and related OMB Guidance when submitting the Revenue and Expenditure Report Summary.

5.7.10.4 For any unspent funds accumulated in Year One of the Contract, the Contractor has 18 months after the end of Year One to utilize the funds to provide DVSS services as stipulated in the Contract. For any unspent funds accumulated in Year Two of the Contract, the Contractor has 6 months after the end of

Year Two to utilize the funds to provide DVSS services as stipulated in the Contract. Contractor shall provide a report of utilization of unspent funds for Contract Years One and Two, as of December 31, 2018, no later than February 28, 2019.

5.7.10.5 For any unspent funds from Year One and Year Two which have not been utilized as of December 31, 2018, Contractor shall immediately repay funds to County by March 31, 2019. For any unspent funds accumulated in third year of the Contract, Contractor shall repay funds to County by July 31, 2019.

5.7.10.6 In the event the Contract is extended for another year, Contractor must submit Exhibit R, Revenue and Expenditure Report Summary, to DPSS CMD by July 31st of the extended contract year.

For any unspent funds accumulated in the extended contract year, Contractor shall repay funds to County by July 31st following the end of the extended contract year.

5.7.10.7 In the event that the Contract terminates early for any reason, unspent funds shall be repaid to the County within ten (10) business days of the effective date of termination.

5.7.10.8 Contractor agrees to be bound by applicable County disallowed cost procedures, rules and regulations, and to repay to County any amount which is found to violate the terms of this contract or applicable provisions. Contractor shall be responsible for tracking all Contract payments and expenditures for DVSS services. All uses of funds paid to and expended by Contractor and other financial transactions related to Contractor's provision of services under this Contract are subject to review and/or audit by the County.

5.7.10.9 The County reserves the right to change the reporting periods for the Revenue and Expenditure Report Summary.

5.7.10.10 Contractor shall submit Exhibit R, the Revenue and Expenditure Report Summary, pursuant to subsection 5.7.10 and it shall serve as the final Contractor's Annual Budget for the Fiscal Year.

5.7.11 Budget Modification

- 5.7.11.1 Contractor may reallocate funds among each of the budget line item categories as shown in Exhibit D, Contractor's Annual Budget by up to 10% without County Contract Director's approval.
- 5.7.11.2 The Contractor may transfer funding above 10% with prior DPSS approval from one budget line item to another (e.g., movement if transferring funds from Equipment to Legal Fees) of each budget category. All requests for Budget Modifications relating to the transfer of funds among budget line item shall be submitted no more than once per quarter and no later than the last month of the third quarter of the Fiscal Year. Budget Modifications will not be accepted after March 31st of each FY. Budget modifications shall be incorporated into the contract via Change Notice.
- 5.7.11.3 Contractor MAY NOT reallocate funds between different service category (e.g. transferring funds from Legal Services to Case Management Services) and Supervisorial District.

6.0 ADMINISTRATION OF CONTRACT - COUNTY

A listing of all County Administration referenced in the following Subsections are designated in Exhibit E. The County shall notify the Contractor in writing of any change in the names or addresses shown.

6.1 County Contract Director (CCD)

County shall designate one person who will have the authority to act as the CCD on all matters pertaining to this Contract. Responsibilities of the CCD or alternate include:

- 6.1.1 Ensuring that the objectives of this Contract are met;
- 6.1.2 Providing direction to Contractor on contractual or administrative matters relating to this Contract that cannot be resolved by the Supervising County Contract Administrator, who is described in Subsection 6.2 below; and
- 6.1.3 Negotiating with Contractor changes in service requirements pursuant to Section 8.0, Subsection 8.1, Amendments.

The CCD is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

6.2 Supervising County Contract Administrator (SCCA)

County shall designate one person who will have the authority to act as the SCCA on all matters pertaining to this Contract. Responsibilities of the SCCA or alternate include:

- 6.2.1 Oversee the overall management and coordination of the operations of this Contract; and
- 6.2.2 Providing direction to Contractor on contractual or administrative matters relating to this Contract that cannot be resolved by the CCA, who is described in Subection 6.3 below.

The SCCA is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

6.3 County Contract Administrator (CCA):

County shall designate one person who will have the authority to act as the CCA on all matters pertaining to this Contract. Responsibilities of the CCA or alternate include:

- 6.3.1 Overseeing the day-to-day administration of this Contract;
- 6.3.2 Ensuring that the objectives of this Contract are met;
- 6.3.3 Monitoring, evaluating and reporting Contractor performance and progress on the Contract;
- 6.3.4 Providing direction to the Contractor in the areas relating to Contract, information requirements, and procedural requirements;
- 6.3.5 Meeting with the Contractor's Contract Manager on an as needed basis; and
- 6.3.6 Preparing amendments in accordance with the Contract, Section 8.0, Terms and Conditions, Subsection 8.1, Amendment.

The CCA is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

6.4 County's Contract Program Manager (CCPM)

The responsibilities of the County's Contract Program Manager include:

- 6.4.1 Person designated by BPP to provide direction to Contractor in the areas of County policy and program requirements;
- 6.4.2 Meeting with Contractor's Contract Manager on a regular or as needed basis;
- 6.4.3 Inspecting any and all tasks, deliverables, goods, services, or other work provided by or on behalf of the Contractor;
- 6.4.4 Receiving, investigating, and responding to user's complaints;

- 6.4.5 Person designated to receive the Monthly Management Report to review, use, and extrapolate data for statistical purposes.

The CCPM is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

6.5 Contract Program Monitor (CPM):

The responsibilities of the Contract Program Monitor include:

- 6.5.1 Providing assistance to the CCA in overseeing the day-to-day administration of this Contract. The CPM reports to the CCA.
- 6.5.2 Monitoring and evaluating Contractor's performance in providing appropriate services as specified in the Contract;
- 6.5.3 Inspecting any and all tasks, deliverables, goods, services, or other work provided by or on behalf of Contractor; and
- 6.5.4 Monitoring Contractor for contractual compliance and prepares monitoring reports for the contract.

The CPM is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

6.6 Administrative Assistant II (AA II):

- 6.6.1 The responsibilities of the Administrative Assistant II are to review Contractors' invoices, and process payments to the Contractors.
- 6.6.2 The AA II is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

7.0 ADMINISTRATION OF CONTRACT - CONTRACTOR

7.1 Contractor's Project Manager

The Contractor shall provide a Project Manager who will act as liaison with DPSS and be responsible for the overall management and coordination of this Contract. The Project Manager shall be identified in writing prior to Contract award, start of Contract and at any time thereafter a change of Project Manager is made. The Project Manager must have a minimum of 2 years of experience supervising and overseeing a domestic violence case management program and has completed the 40 hour Domestic Violence training course that meets the requirements of California Evidence Code Section 1037.1. Specifically, the Project Manager shall:

- 7.1.1 Be designated in Exhibit F, Contractor's Administration. The Contractor shall notify the County in writing of any change in the name or address of the Contractor Project Manager within five business days.

- 7.1.2 Be responsible for Contractor's day-to-day activities as related to this Contract and shall coordinate with County Contract Administrator and Contract Program Monitor on a regular basis with respect to services rendered.
- 7.1.3 Have full authority to act on behalf of the Contractor on all Contract matters relating to the daily operation of this Contract.
- 7.1.4 Be able to fluently read, write, and speak, and understand English.

7.2 Contractor's Managing/Lead Attorney

If Contractor provides DVSS Legal Services, the Contractor shall provide at least one Managing/Lead Attorney allocated to each Supervisorial District.

- 7.2.1 The Managing/Lead Attorney must be licensed to practice in the State of California.
- 7.2.2 The Managing/Lead Attorney must be a full-time employee of Contractor and is based within the Supervisorial District in which funding is received.
- 7.2.3 The Managing/Lead Attorney must be an employee of the Contractor and may not be an independent contractor, private consultant, or a volunteer. Contractor shall notify County within one day in writing if at any time this requirement is not being met.
- 7.2.4 If there is evidence that such attorney was not an employee when services were provided, no Legal Services shall be paid.
- 7.2.5 If Contractor is contracted to serve more than one Supervisorial District, Contractor shall have at least one full-time attorney allocated to each Supervisorial District.

7.3 Contractor's Authorized Official(s)

- 7.3.1 Contractor's Authorized Official(s) are designated in Exhibit F. Contractor shall promptly notify County in writing of any change in the name(s) or address(es) of Contractor's Authorized Official(s) within five business days.
- 7.3.2 Contractor represents and warrants that all requirements of Contractor have been fulfilled to provide actual authority to such officials to execute documents under this Contract on behalf of Contractor.

7.4 Approval of Contractor's Staff

County has the absolute right to approve or disapprove all of Contractor's staff performing work hereunder and any proposed changes in Contractor's staff, including, but not limited to, Contractor's Project Manager. Contractor shall provide County with a resume of each proposed substitute and an opportunity to interview such person prior to any staff substitution.

- 7.4.1 Contractor shall remove any Contractor employee performing services under this Contract from the workplace within 24 hours when reasonably requested to do so by the County.
- 7.4.2 Contractor shall replace removed employee(s) within 20 business days from date given by County. Beginning on the 21st workday, a comprehensive corrective action plan, fiscal penalty, or termination at the convenience of the County may be applied for failure to fill vacancies or replace unacceptable staff.
- 7.4.3 Contractor must have a certification process in place to ensure that bilingual staff is proficient in oral and/or written communication in English and in the specified non-English language(s). Upon request, Contractor shall provide County with standards/processes used to certify proficiency of bilingual staff.
- 7.4.4 Contractor shall maintain sufficient staffing to provide the required services. Contractor shall notify CCA of any staffing changes within five (5) business days of the change and submit an amended Exhibit D, Contractor's Annual Budget, and Exhibit F, Contractor's Administration, to the CCA.

7.5 Contractor's Staff Identification

Contractor shall provide, at Contractor's expense, all staff providing services under this Contract with a photo identification badge.

7.6 Background and Security Investigations

- 7.6.1 Each of Contractor's staff performing services under this Contract, who is in a designated sensitive position, as determined by County in County's sole discretion, shall undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Contract. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include, but shall not be limited to, criminal conviction information. The fees associated with the background investigation shall be at the expense of the Contractor, regardless of whether the member of Contractor's staff passes or fails the background investigation.
- 7.6.2 If a member of Contractor's staff does not pass the background investigation, County may request that the member of Contractor's staff be removed immediately from performing services under the Contract. Contractor shall comply with County's request at any time during the term of the Contract. County will not provide to Contractor or to Contractor's staff any information obtained through the County's background investigation

- 7.6.3 County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of the County or whose background or conduct is incompatible with County facility access.
- 7.6.4 Disqualification of any member of Contractor's staff pursuant to this Paragraph 7.6 shall not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

7.7 Confidentiality

- 7.7.1 Contractor shall maintain the confidentiality of all records and information in accordance with all applicable federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.
- 7.7.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this Paragraph 7.7, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 7.7 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.
- 7.7.3 Contractor shall inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality provisions of this Contract.
- 7.7.4 Contractor shall sign and adhere to the provisions of the "Contractor Acknowledgment and Confidentiality Contract", Exhibit G1.
- 7.7.5 Contractor shall cause each employee performing services covered by this Contract to sign and adhere to the provisions of the

“Contractor Employee Acknowledgment and Confidentiality Agreement”, Exhibit G2.

- 7.7.6 Contractor shall cause each non-employee performing services covered by this Contract to sign and adhere to the provisions of the “Contractor Non-Employee Acknowledgment and Confidentiality Agreement”, Exhibit G3.
- 7.7.7 By State law, including without limitation (Welfare & Institutions Code, Section 10850 et seq. and 17006), all of the case records and information pertaining to individuals receiving aid are confidential and no information related to any individual case or cases is to be in any way relayed to anyone except those employees of the DPSS so designated without written authorization from DPSS.
- 7.7.8 Contractor shall ensure all staff, employee and non-employee who provide services under this Contract, sign all applicable computer system security agreements created/used by Contractor to ensure that staff will maintain Participants’ confidentiality.

8.0 STANDARD TERMS AND CONDITIONS

8.1 Amendments

- 8.1.1 For any change which affects the scope of work, term, contract sum, payments or any term or condition included under this Contract, an amendment to the Contract shall be prepared and executed by the Contractor and by the DPSS Department Head or her designee.
- 8.1.2 County reserves the right to initiate Change Notices that do not materially affect the scope of work, term, contract sum, or payments included in the Contract. All such Change Notices shall be prepared and executed by the Contractor and by the County Contract Director.
- 8.1.3 The County’s Board of Supervisors or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in the Contract during the term of this Contract. The County reserves the right to add and/or change such provisions as required by the County’s Board of Supervisors or Chief Executive Officer. To implement such changes, an Amendment to the Contract shall be prepared and executed by the Contractor and by the DPSS Department Head or her designee.
- 8.1.4 The Department Head or her designee may at his/her sole discretion, authorize extensions of time as defined in Paragraph 4.0 - Term of Contract. The Contractor agrees that such extensions of time shall not change any other term or condition of this Contract during the period of such extensions. To implement an extension of time, an Amendment to the Contract shall be prepared and

executed by the Contractor and by the DPSS Department Head or her designee.

8.2 Assignment and Delegation

- 8.2.1 The Contractor shall not assign its rights or delegate its duties under this Contract, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this paragraph, County consent shall require a written amendment to the Contract, which is formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Contract shall be deductible, at County's sole discretion, against the claims, which the Contractor may have against the County.
- 8.2.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of the Contract, such disposition is an assignment requiring the prior written consent of County in accordance with applicable provisions of this Contract.
- 8.2.3 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of the Contract which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

8.3 Authorization Warranty

The Contractor represents and warrants that the person executing this Contract for the Contractor is an authorized agent who has actual authority to bind the Contractor to each and every term, condition, and obligation of this Contract and that all requirements of the Contractor have been fulfilled to provide such actual authority.

8.4 Budget Reductions

In the event that the County's Board of Supervisors adopts, in any fiscal year, a County Budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County contracts, the County reserves the right to reduce its payment obligation under this Contract correspondingly for that fiscal year and any subsequent fiscal year during the term of this Contract (including any extensions), and the services to be provided by the Contractor under this Contract shall also be reduced correspondingly. The County's notice to the Contractor regarding said reduction in payment obligation shall be provided within thirty (30) calendar days of the Board's approval of such actions. Except as set forth in the preceding sentence, the Contractor shall continue to provide all of the services set forth in this Contract.

8.5 Complaints

The Contractor shall develop, maintain and operate procedures for receiving, investigating and responding to complaints.

- 8.5.1 Within 15 business days after the Contract effective date, the Contractor shall provide the County with the Contractor's policy for receiving, investigating and responding to user complaints.
- 8.5.2 The County will review the Contractor's policy and provide the Contractor with approval of said plan or with requested changes.
- 8.5.3 If the County requests changes in the Contractor's policy, the Contractor shall make such changes and resubmit the plan within five business days for County approval.
- 8.5.4 If, at any time, the Contractor wishes to change the Contractor's policy, the Contractor shall submit proposed changes to the County for approval before implementation.
- 8.5.5 The Contractor shall preliminarily investigate all complaints and notify the County Contract Administrator of the status of the investigation within five business days of receiving the complaint.
- 8.5.6 When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines.
- 8.5.7 Copies of all written responses shall be sent to the County Contract Administrator within three business days of mailing to the complainant.

8.6 Compliance With Applicable Law

- 8.6.1 In the performance of this Contract, Contractor shall comply with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all

provisions required thereby to be included in this Contract are hereby incorporated herein by reference.

- 8.6.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 8.6 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

8.7 Compliance With Civil Rights Laws

- 8.7.1 The Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 USC Sections 2000 (e) (1) through 2000 (e) (17), to the end that no person shall, on the grounds of race, creed, color, sex, religion, ancestry, age, condition of physical handicap, marital status, political affiliation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract. The Contractor shall sign and adhere to Exhibit J, Contractor's EEO Certification.
- 8.7.2 County will provide Civil Right Compliant Form, PA 607 attached as Exhibit O, to Contractor for use by CalWORKs participants in reporting civil rights complaints.

8.7.3 All civil rights complaints shall be sent directly to:

County of Los Angeles
Department of Public Social Services
12860 Crossroads Parkway South
City of Industry, CA 91746-3411
Attention: Civil Rights Section

8.8 Compliance With County's Jury Service Program

8.8.1 Jury Service Program

This Contract is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as codified in Sections 2.203.010 through 2.203.090 of the Los Angeles County Code, a copy of which is attached as Exhibit H, Contractor Employee Jury Service and incorporated by reference into and made part of this Contract.

8.8.2 Written Employee Jury Service Policy

1. Unless Contractor has demonstrated to the County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program (Section 2.203.020 of the County Code) or that Contractor qualifies for an exception to the Jury Service Program (Section 2.203.070 of the County Code), Contractor shall have and adhere to a written policy that provides that its Employees shall receive from the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the Employee's regular pay the fees received for jury service.
2. For purposes of this sub-paragraph, "Contractor" means a person, partnership, corporation or other entity which has a contract with the County or a subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full time employee of Contractor. "Full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any subcontractor to perform services for the County under the Contract, the subcontractor shall also be subject to the

provisions of this sub-paragraph. The provisions of this sub-paragraph shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the Contract.

3. If Contractor is not required to comply with the Jury Service Program when the Contract commences, Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor shall immediately notify County if Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor shall immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during the Contract and at its sole discretion, that Contractor demonstrate to the County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that Contractor continues to qualify for an exception to the Program.
4. Contractor's violation of this sub-paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract and/or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

8.9 Conflict Of Interest

- 8.9.1 No County employee whose position with the County enables such employee to influence the award of this Contract or any competing Contract, and no spouse or economic dependent of such employee, shall be employed in any capacity by the Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of the Contractor who may financially benefit from the performance of work hereunder shall in any way participate in the County's approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such work.
- 8.9.2 The Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Contract. The Contractor warrants that it is not now aware of any facts that create a conflict of interest. If the Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to the County. Full written disclosure shall include, but is not limited

to, identification of all persons implicated and a complete description of all relevant circumstances and completion of Exhibit I, Certification of No Conflict of Interest. Failure to comply with the provisions of this Subsection 8.9 shall be a material breach of this Contract.

8.10 Consideration Of Hiring County Employees Targeted For Layoff/Or Re-Employment List

Should the Contractor require additional or replacement personnel after the effective date of this Contract to perform the services set forth herein, the Contractor shall give first consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Contract.

8.11 Consideration of Hiring GAIN/GROW Program Participants

8.11.1 Should the Contractor require additional or replacement personnel after the effective date of this Contract, the Contractor shall give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet the Contractor's minimum qualifications for the open position. For this purpose, consideration shall mean that the Contractor will interview qualified candidates. The County will refer GAIN/GROW participants by job category to the Contractor. Contractor shall report all job openings with job requirements to GAINGROW@dpss.lacounty.gov to obtain a list of qualified GAIN/GROW candidates.

8.11.2 In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first priority.

8.12 Contractor Responsibility and Debarment

8.12.1 Responsible Contractor

A responsible Contractor is a Contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the Contract. It is the County's policy to conduct business only with responsible Contractors.

8.12.2 Chapter 2.202 of the County Code

The Contractor is hereby notified that, in accordance with Chapter 2.202 of the County Code, if the County acquires information concerning the performance of the Contractor on this or other contracts which indicates that the Contractor is not responsible, the County may, in addition to other remedies provided in this

Contract, debar the Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which generally will not exceed five years but may exceed five years or be permanent if warranted by the circumstances, and terminate any or all existing Contracts the Contractor may have with the County.

8.12.3 Non-responsible Contractor

The County may debar a Contractor if the Board of Supervisors finds, in its discretion, that the Contractor has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County, (2) committed an act or omission which negatively reflects on the Contractor's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (3) committed an act or offense which indicates a lack of business integrity or business honesty, or (4) made or submitted a false claim against the County or any other public entity.

8.12.4 Contractor Hearing Board

1. If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.
2. The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
3. After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

4. If a Contractor has been debarred for a period longer than five (5) years, that Contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Contractor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
5. The Contractor Hearing Board will consider a request for review of a debarment determination only where (1) the Contractor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
6. The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.12.5 Subcontractors of Contractor

These terms shall also apply to Subcontractors of County Contractors.

8.13 Contractor's Acknowledgement of County's Commitment to The Safely Surrendered Baby Law

The Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law. The Contractor

understands that it is the County's policy to encourage all County Contractors to voluntarily post the County's "Safely Surrendered Baby Law" poster in a prominent position at the Contractor's place of business. The Contractor will also encourage its Subcontractors, if any, to post this poster in a prominent position in the Subcontractor's place of business. The County's Department of Children and Family Services will supply the Contractor with the poster to be used. Information on how to receive the poster can be found on the Internet at www.babysafela.org.

8.14 Contractor's Warranty of Adherence to County's Child Support Compliance Program

8.14.1 The Contractor acknowledges that the County has established a goal of ensuring that all individuals who benefit financially from the County through Purchase Order or Contract are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon the County and its taxpayers.

8.14.2 As required by the County's Child Support Compliance Program (County Code Chapter 2.200) and without limiting the Contractor's duty under this Contract to comply with all applicable provisions of law, the Contractor warrants that it is now in compliance and shall during the term of this Contract maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

8.15 County's Quality Assurance Plan

The County or its agent will evaluate the Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing the Contractor's compliance with all Contract terms and conditions and performance standards. Contractor deficiencies which the County determines are severe or continuing and that may place performance of the Contract in jeopardy if not corrected will be reported to the Board of Supervisors.

The report will include improvement/corrective action measures taken by the County and the Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Contract or impose other penalties as specified in this Contract.

8.16 Damage to County Facilities, Buildings Or Grounds

- 8.16.1 Contractor shall repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by Contractor or employees or agents of Contractor. Such repairs shall be made immediately after Contractor has become aware of such damage, but in no event later than thirty (30) days after the occurrence.
- 8.16.2 If Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as determined by County, for such repairs shall be repaid by Contractor by cash payment upon demand.

8.17 Employment Eligibility Verification

- 8.17.1 The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by law.
- 8.17.2 The Contractor shall indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

8.18 Facsimile Representations

The County and the Contractor hereby agree to regard facsimile representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to Subsection 8.1, and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to Amendments to this Contract, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

8.19 Fair Labor Standards

The Contractor shall comply with all applicable provisions of the Federal

Fair Labor Standards Act and shall indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

8.20 Force Majeure

8.20.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this paragraph as "force majeure events").

8.20.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor shall not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this paragraph, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.

8.20.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

8.21 Governing Law, Jurisdiction, and Venue

This Contract shall be governed by, and construed in accordance with, the laws of the State of California. The Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Contract and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County of Los Angeles.

8.22 Independent Contractor Status

8.22.1 This Contract is by and between the County and the Contractor and is not intended, and shall not be construed, to create the

relationship of agent, servant, employee, partnership, joint venture, or association, as between the County and the Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

- 8.22.2 The Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Contract all compensation and benefits. The County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of the Contractor.
- 8.22.3 The Contractor understands and agrees that all persons performing work pursuant to this Contract are, for purposes of Workers' Compensation liability, solely employees of the Contractor and not employees of the County. The Contractor shall be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of the Contractor pursuant to this Contract.
- 8.22.4 The Contractor shall adhere to the provisions stated in Subsection 7.7 – Confidentiality.

8.23 Indemnification

The Contractor shall indemnify, defend and hold harmless the County, its Special Districts (“County Indemnities”), elected and appointed officers, employees, and agents from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, and expenses (including attorney and expert witness fees), arising from or connected with the Contractor’s acts and/or omissions arising from and/or relating to this Contract, except for loss or damage arising from the sole negligence or willful misconduct of the County Indemnities.

8.24 General Provisions for All Insurance Coverage

Without limiting Contractor's indemnification of County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in Sections 8.24 and 8.25 of this Contract. These minimum insurance coverage terms, types and limits (the “Required Insurance”) also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract. The County in no way warrants that the Required Insurance is sufficient to protect the Contractor for liabilities which may arise from or relate to this Contract.

8.24.1 Evidence of Coverage and Notice to County

- Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, shall be delivered to County at the address shown below and provided prior to commencing services under this Contract.
- Renewal Certificates shall be provided to County not less than 10 days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required Contractor and/or Sub-Contractor insurance policies at any time.
- Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of the Contractor identified as the contracting party in this Contract. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand (\$50,000.00) dollars, and list any County required endorsement forms.
- Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the Contractor, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

Certificates and copies of any required endorsements shall be sent to:

County of Los Angeles
Department of Public Social Services
Contract Management Division
12900 Crossroads Parkway South
City of Industry, California 91746
Attention: County Contract Administration - Monitoring
Section

Contractor also shall promptly report to County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss,

disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also shall promptly notify County of any third party claim or suit filed against Contractor or any of its Sub-Contractors which arises from or relates to this Contract, and could result in the filing of a claim or lawsuit against Contractor and/or County.

8.24.2 Additional Insured Status and Scope of Coverage

The County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. County and its Agents additional insured status shall apply with respect to liability and defense of suits arising out of the Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the County. The full policy limits and scope of protection also shall apply to the County and its Agents as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

8.24.3 Cancellation of or Changes in Insurance

Contractor shall provide County with, or Contractor's insurance policies shall contain a provision that County shall receive, written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage or policy period. The written notice shall be provided to County at least ten days in advance of cancellation for non-payment of premium and 30 days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of the Contract, in the sole discretion of the County, upon which the County may suspend or terminate this Contract.

8.24.4 Failure to Maintain Insurance

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of the Contract, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. County, at its sole discretion, may obtain damages from Contractor resulting from said breach. Alternatively, the County may purchase the Required Insurance, and without further notice to Contractor, deduct the premium cost from sums due to Contractor or pursue Contractor

reimbursement.

8.24.5 Insurer Financial Ratings

Coverage shall be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by County.

8.24.6 Contractor's Insurance Shall Be Primary

Contractor's insurance policies, with respect to any claims related to this Contract, shall be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

8.24.7 Waivers of Subrogation

To the fullest extent permitted by law, the Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to this Contract. The Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to affect such waiver.

8.24.8 Sub-Contractor Insurance Coverage Requirements

Contractor shall include all Sub-Contractors as insureds under Contractor's own policies, or shall provide County with each Sub-Contractor's separate evidence of insurance coverage. Contractor shall be responsible for verifying each Sub-Contractor complies with the Required Insurance provisions herein, and shall require that each Sub-Contractor name the County and Contractor as additional insureds on the Sub-Contractor's General Liability policy. Contractor shall obtain County's prior review and approval of any Sub-Contractor request for modification of the Required Insurance.

8.24.9 Deductibles and Self-Insured Retentions (SIRs)

Contractor's policies shall not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects the County, or to provide a bond guaranteeing Contractor's payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

8.24.10 Claims Made Coverage

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of this Contract. Contractor understands and agrees it shall

maintain such coverage for a period of not less than three years following Contract expiration, termination or cancellation.

8.24.11 Application of Excess Liability Coverage

Contractors may use a combination of primary and excess insurance policies which provide coverage as broad as the underlying primary policies, to satisfy the Required Insurance provisions.

8.24.12 Separation of Insureds

All liability policies shall provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

8.24.13 Alternative Risk Financing Programs

The County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance to satisfy the Required Insurance provisions. The County and its Agents shall be designated as an Additional Covered Party under any approved program.

8.24.14 County Review and Approval of Insurance Requirements

The County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

8.25 Insurance Coverage

8.25.1 Commercial General Liability insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	\$4 million
Products/Completed Operations Aggregate:	\$1 million
Personal and Advertising Injury:	\$2 million
Each Occurrence:	\$2 million

8.25.2 Automobile Liability insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million (\$1,000,000) for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

8.25.3 Workers Compensation and Employers' Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than \$1 million (\$1,000,000) per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

8.25.4 Professional Liability/Errors and Omissions

Insurance covering Contractor's liability arising from or related to this Contract, with limits of not less than \$1 million (\$1,000,000) per claim and \$2 million (\$2,000,000) aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following this Contract's expiration, termination or cancellation.

8.25.5 Sexual Misconduct Liability

Insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than \$2 million (\$2,000,000) per claim and \$2 million (\$2,000,000) aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

8.26 Liquidated Damages

8.26.1 If, in the judgment of the Director, the Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the Director, or designee, at his/her option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to the Contractor from the County, will be forwarded to the Contractor by the Director, or designee, in a written notice describing the reasons for said action.

8.26.2 If the Director determines that there are deficiencies in the performance of this Contract that the Director or designee, deems

are correctable by the Contractor over a certain time span, the Director or designee, will provide a written notice to the Contractor to correct the deficiency within specified time frames. Should the Contractor fail to correct deficiencies within said time frame, the Director may:

- (a) Deduct from the Contractor's payment, pro rata, those applicable portions of the Monthly Contract Sum; and/or
- (b) Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of the Contractor to correct a deficiency within the specified time frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages is one hundred dollars (\$100) per day per infraction, or as specified in the Performance Requirements Summary (PRS) Chart, as defined in Exhibit A, Exhibit 1a, and that the Contractor shall be liable to the County for liquidated damages in said amount. Said amount shall be deducted from the County's payment to the Contractor; and/or
- (c) Upon giving five days notice to the Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to the Contractor from the County, as determined by the County.

8.26.3 The action noted in paragraph 8.26.2 shall not be construed as a penalty, but as adjustment of payment to the Contractor to recover the County cost due to the failure of the Contractor to complete or comply with the provisions of this Contract.

8.26.4 This sub-paragraph shall not, in any manner, restrict or limit the County's right to damages for any breach of this Contract provided by law or as specified in the PRS or paragraph 8.26.2, and shall not, in any manner, restrict or limit the County's right to terminate this Contract as agreed to herein.

8.27 Most Favored Public Entity

If the Contractor's prices decline, or should the Contractor at any time during the term of this Contract provide the same goods or services under similar quantity and delivery conditions to the State of California or any county, municipality, or district of the State at prices below those set forth in this Contract, then such lower prices shall be immediately extended to the County.

8.28 Nondiscrimination and Affirmative Action

- 8.28.1 The Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and shall be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations.
- 8.28.2 The Contractor shall certify to, and comply with, the provisions of Exhibit J - Contractor's EEO Certification.
- 8.28.3 The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Such action shall include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 8.28.4 The Contractor certifies and agrees that it will deal with its subcontractors, bidders, or contractors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.
- 8.28.5 The Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all applicable Federal and State laws and regulations to the end that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.
- 8.28.6 The Contractor shall allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this Subsection 8.28 when so requested by the County.
- 8.28.7 If the County finds that any provisions of this Subsection 8.28 have been violated, such violation shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract. While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the

Federal Equal Employment Opportunity Commission that the Contractor has violated Federal or State anti-discrimination laws or regulations shall constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Contract.

8.28.8 The parties agree that in the event the Contractor violates any of the anti-discrimination provisions of this Contract, the County shall, at its sole option, be entitled to the sum of five hundred dollars (\$500) for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.

8.29 Non Exclusivity

Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Contract shall not restrict the Department from acquiring similar, equal or like goods and/or services from other entities or sources.

8.30 Notice of Delays

Except as otherwise provided under this Contract, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, that party shall, within one (1) business day, give notice thereof, including all relevant information with respect thereto, to the other party.

8.31 Notice of Disputes

The Contractor shall bring to the attention of the CCA any dispute between the County and the Contractor regarding the performance of services as stated in this Contract. If the CCA is not able to resolve the dispute, the County Contract Director shall resolve it.

8.32 Notice To Employees Regarding The Federal Earned Income Credit

The Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Exhibit K, Internal Revenue Service Notice No. 1015.

8.33 Notice To Employees Regarding The Safely Surrendered Baby Law

The Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Exhibit L of this Contract and is also available on the Internet at www.babysafela.org for printing purposes.

8.34 Notices

All notices or demands required or permitted to be given or made under this Contract shall be in writing and shall be emailed, hand delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibit E, County's Administration and Exhibit F, Contractor's Administration. Addresses may be changed by either party giving ten days' prior written notice thereof to the other party. The DPSS Director or designee shall have the authority to issue all notices or demands required or permitted by the County under this Contract.

8.35 Prohibition Against Inducement Or Persuasion

Notwithstanding the above, the Contractor and the County agree that, during the term of this Contract and for a period of one year thereafter, neither party shall in any way intentionally induce or persuade any employee of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

8.36 Public Records Act

8.36.1 Any documents submitted by Contractor; all information obtained in connection with the County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to Subsection 8.38 - Record Retention and Inspection/Audit Settlement of this Contract; as well as those documents which were required to be submitted in response to the Request for Statement of Qualifications (RFSQ) used in the solicitation process for this Contract, become the exclusive property of the County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code Section 6250 et seq. (Public Records Act) and which are marked "trade secret", "confidential", or "proprietary". The County shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

8.36.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of an SOQ marked "trade secret", "confidential", or "proprietary", the Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

8.37 Publicity

8.37.1 The Contractor shall not disclose any details in connection with this Contract to any person or entity except as may be otherwise

provided hereunder or required by law. However, in recognizing the Contractor's need to identify its services and related clients to sustain itself, the County shall not inhibit the Contractor from publishing its role under this Contract within the following conditions:

- The Contractor shall develop all publicity material in a professional manner; and
- During the term of this Contract, the Contractor shall not, and shall not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written consent of the CCD. The County shall not unreasonably withhold written consent.

8.37.2 The Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Contract with the County of Los Angeles, provided that the requirements of this Subsection 8.37 shall apply.

8.38 Record Retention And Inspection/Audit Settlement

The Contractor shall maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. The Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Contract.

The Contractor agrees that any State or federal agencies and the County, or their authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Contract. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, shall be kept and maintained by the Contractor and shall be made available to the County during the term of this Contract and for a period of five years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by the Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at the County's option, the Contractor shall pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.

8.38.1 In the event that an audit of the Contractor is conducted specifically regarding this Contract by any federal or State auditor, or by any auditor or accountant employed by the Contractor or otherwise, then the Contractor shall file a copy of such audit report with the County's Auditor-Controller within 30 days of the Contractor's

receipt thereof, unless otherwise provided by applicable federal or State law or under this Contract. The County shall make a reasonable effort to maintain the confidentiality of such audit report(s).

8.38.2 Failure on the part of the Contractor to comply with any of the provisions of this Subsection 8.38 shall constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

8.38.3 If, at any time during the term of this Contract or within five (5) years after the expiration or termination of this Contract, representatives of the County may conduct an audit of the Contractor regarding the work performed under this Contract, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference shall be either: a) repaid by the Contractor to the County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to the Contractor from the County, whether under this Contract or otherwise. If such audit finds that the County's dollar liability for such work is more than the payments made by the County to the Contractor, then the difference shall be paid to the Contractor by the County by cash payment, provided that in no event shall the County's maximum obligation for this Contract exceed the funds appropriated by the County for the purpose of this Contract.

8.39 Recycled Bond Paper

Consistent with the Board of Supervisors' policy to reduce the amount of solid waste deposited at the County landfills, the Contractor agrees to use recycled-content paper to the maximum extent possible on this Contract.

8.40 Subcontracting

8.40.1 The requirements of this Contract may not be subcontracted by the Contractor **without the advance approval of the County**. Any attempt by the Contractor to subcontract without the prior consent of the County may be deemed a material breach of this Contract.

8.40.2 If the Contractor desires to subcontract, the Contractor shall provide the following information promptly at the County's request:

- A description of the work to be performed by the Sub-Contractor;
- A draft copy of the proposed subcontract; and

- Other pertinent information and/or certifications requested by the County.
- 8.40.3 The Contractor shall indemnify, defend, and hold the County harmless with respect to the activities of each and every Sub-Contractor in the same manner and to the same degree as if such Sub-Contractor(s) were the Contractor employees.
- 8.40.4 The Contractor shall remain fully responsible for all performances required of it under this Contract, including those that the Contractor has determined to subcontract, notwithstanding the County's approval of the Contractor's proposed subcontract.
- 8.40.5 The County's consent to subcontract shall not waive the County's right to prior and continuing approval of any and all personnel, including Sub-Contractor employees, providing services under this Contract. The Contractor is responsible to notify its Sub-Contractors of this County right.
- 8.40.6 The CCD is authorized to act for and on behalf of the County with respect to approval of any subcontract and Sub-Contractor employees. After approval of the subcontract by the County, Contractor shall forward a fully executed subcontract to the County for their files.
- 8.40.7 The Contractor shall be solely liable and responsible for all payments or other compensation to all Sub-Contractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding the County's consent to subcontract.
- 8.40.8 The Contractor shall obtain certificates of insurance, which establish that the Sub-Contractor maintains all the programs of insurance required by the County from each approved Sub-Contractor. The Contractor shall ensure delivery of all such documents to the Monitoring County Contract Administrator, listed in Exhibit E, County's Administration, before any subcontractor employee may perform any work hereunder.
- 8.40.9 Pursuant to the terms of this Subsection 8.40 and any other provisions relevant to subcontractors herein, County consents to Contractor subcontracting work under this Contract with prior approval.
- 8.40.10 In the event that the County should consent to subcontracting, the Contractor shall include, in all subcontracts, the following provision:
"This Contract is a subcontract under the terms of a prime Contract

with the County of Los Angeles. All representations and warranties shall inure to the benefit of the County of Los Angeles.”

8.40.11 When required by State regulations, subcontracts shall be advertised, competitively bid and evaluated in a manner which will meet the California Department of Social Services Manual of Policies and Procedures (MPP), Sections 23-610 through 23-615.

8.41 Termination for Breach of Warranty to Maintain Compliance With County’s Child Support Compliance Program

Failure of the Contractor to maintain compliance with the requirements set forth in Subsection 8.14 - Contractor’s Warranty of Adherence to County’s Child Support Compliance Program, shall constitute a default under this Contract. Without limiting the rights and remedies available to the County under any other provision of this Contract, failure of Contractor to cure such default within 90 calendar days of written notice shall be grounds upon which the County may terminate this Contract pursuant to Subsection 8.43 - Termination for Default and pursue debarment of Contractor, pursuant to County Code Chapter 2.202.

8.42 Termination for Convenience

8.42.1 County may terminate this Contract, hereunder, in whole or in part, from time to time or permanently, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of work hereunder shall be effected by notice of termination to Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than ten (10) days after the notice is sent.

8.42.2 Upon receipt of a notice of termination and except as otherwise directed by the County, the Contractor shall immediately:

- Stop work under this Contract, as identified in such notice;
- Transfer title and deliver to County all completed work and work in process; and
- Complete performance of such part of the work as shall not have been terminated by such notice.

8.42.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of the Contractor under this Contract or Work Order shall be maintained by the Contractor in accordance with Subsection 8.38, Record Retention and Inspection/Audit Settlement.

8.43 Termination for Default

- 8.43.1 The County may, by written notice to the Contractor, terminate the whole or any part of this Contract, if, in the judgment of County's Program Director:
- Contractor has materially breached this Contract;
 - Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Contract; or
 - Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five working days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.
- 8.43.2 In the event that the County terminates this Contract in whole or in part as provided in paragraph 8.43.1, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Contractor shall be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. The Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this paragraph.
- 8.43.3 Except with respect to defaults of any subcontractor, the Contractor shall not be liable for any such excess costs of the type identified in paragraph 8.43.2 if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not limited to: acts of God or of the public enemy, acts of the County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule. As used in

this paragraph 8.43.3, the terms "subcontractor" and "subcontractors" mean subcontractor(s) at any tier.

8.43.4 If, after the County has given notice of termination under the provisions of this Subsection 8.43, it is determined by the County that the Contractor was not in default under the provisions of this Subsection 8.43, or that the default was excusable under the provisions of paragraph 8.43.3, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Subsection 8.42 - Termination for Convenience.

8.43.5 The rights and remedies of the County provided in this Subsection 8.43 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.44 Termination for Improper Consideration

8.44.1 The County may, by written notice to the Contractor, immediately terminate the right of the Contractor to proceed under this Contract if it is found that consideration, in any form, was offered or given by the Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Contract or securing favorable treatment with respect to the award, amendment, or extension of this Contract or the making of any determinations with respect to the Contractor's performance pursuant to this Contract. In the event of such termination, the County shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of default by the Contractor.

8.44.2 The Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861.

8.44.3 Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

8.45 Termination for Insolvency

8.45.1 The County may terminate this Contract forthwith in the event of the occurrence of any of the following:

- Insolvency of the Contractor. The Contractor shall be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not the Contractor is insolvent within the meaning of the Federal Bankruptcy Code;

- The filing of a voluntary or involuntary petition regarding the Contractor under the Federal Bankruptcy Code;
- The appointment of a Receiver or Trustee for the Contractor; or
- The execution by the Contractor of a general assignment for the benefit of creditors.

8.45.2 The rights and remedies of the County provided in this Subsection 8.45 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.46 Termination for Non-Adherence of County Lobbyist Ordinance

The Contractor, and each County Lobbyist or County Lobbying firm as defined in County Code Section 2.160.010 retained by the Contractor, shall fully comply with the County's Lobbyist Ordinance, County Code Chapter 2.160. Failure on the part of the Contractor or any County Lobbyist or County Lobbying firm retained by the Contractor to fully comply with the County's Lobbyist Ordinance shall constitute a material breach of this Contract, upon which the County may in its sole discretion, immediately terminate or suspend this Contract.

8.47 Termination for Non-Appropriation of Funds

Notwithstanding any other provision of this Contract, the County shall not be obligated for the Contractor's performance hereunder or by any provision of this Contract during any of the County's future fiscal years unless and until the County's Board of Supervisors appropriates funds for this Contract in the County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Contract, then this Contract shall terminate as of June 30 of the last fiscal year for which funds were appropriated. The County shall notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.

8.48 Validity

If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances shall not be affected thereby.

8.49 Waiver

No waiver by the County of any breach of any provision of this Contract shall constitute a waiver of any other breach or of such provision. Failure of the County to enforce at any time, or from time to time, any provision of this Contract shall not be construed as a waiver thereof. The rights and remedies set forth in this Subsection 8.49 shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.50 Warranty Against Contingent Fees

- 8.50.1 The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon any Contract or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business.
- 8.50.2 For breach of this warranty, the County shall have the right to terminate this Contract and, at its sole discretion, deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

8.51 Warranty of Compliance With County's Defaulted Property Tax Reduction Program

- 8.51.1 Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.
- 8.51.2 Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the term of this Contract will maintain compliance, with Los Angeles County Code Chapter 2.206.

8.52 Termination for Breach of Warranty to Maintain Compliance With County's Defaulted Property Tax Reduction Program

Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.51 "Warranty of Compliance with County's Defaulted Property Tax Reduction Program" shall constitute default under this Contract. Without limiting the rights and remedies available to County under any other provision of this contract, failure of Contractor to cure such default within 10 days of notice shall be grounds upon which County may terminate this contract and/or pursue debarment of Contractor, pursuant to County Code Chapter 2.206.

8.53 Time Off For Voting

The Contractor shall notify its employees, and shall require each Sub-Contractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than ten (10) days before every statewide election, every Contractor and Sub-Contractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go

to their place of work, a notice setting forth the provisions of Section 14000.

9.0 UNIQUE TERMS AND CONDITIONS

9.1 Health Insurance Portability and Accountability Act of 1996 (HIPAA)

9.1.1 Contractor expressly acknowledges and agrees that the provision of services under this Agreement does not require or permit access by Contractor or any of its officers, employees, or agents, to any patient medical records/patient information. Accordingly, Contractor shall instruct its officers, employees, and agents, that they are not to pursue, or gain access to, patient medical records/patient information for any reason whatsoever.

9.1.2 Notwithstanding the forgoing, the parties acknowledge that in the course of the provision of services hereunder, Contractor or its officers, employees, and agents, may have inadvertent access to patient medical records/patient information. Contractor understands and agrees that neither it nor its officers, employees, or agents, are to take advantage of such access for any purpose whatsoever.

9.1.3 Additionally, in the event of such inadvertent access, Contractor and its officers, employees, and agents, shall maintain the confidentiality of any information obtained and shall notify Director that such access has been gained immediately, or upon the first reasonable opportunity to do so. In the event of any access, whether inadvertent or intentional, Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all liability, including but not limited to, actions, claims, costs, demands, expenses, and fees (including attorney and expert witness fees) arising from or connected with Contractor's or its officers', employees', or agents', access to patient medical records/patient information. Contractor agrees to provide appropriate training to its employees regarding their obligations as described hereinabove.

9.2 Contractor's Charitable Activities Compliance

The Supervision of Trustees and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. The "Nonprofit Integrity Act of 2004" (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. By requiring Contractors to complete the Charitable Contributions Certification, Exhibit M, the County seeks to ensure that all County contractors which receive or raise charitable contributions comply with California law in order to protect the County and its taxpayers. A Contractor which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either contract termination or debarment proceedings or both. (County Code Chapter 2.202)

9.3 Child/Elder Abuse/Fraud Reporting

- 9.3.1 Contractor staff working on this Contract shall comply with California PC Section 11164 et seq. and shall report all known or suspected instances of child abuse to an appropriate child protective agency, as mandated by these code sections. Contractor staff working on this Contract shall make the report on such abuse, and shall submit all required information, in accordance with PC Sections 11166 and 11167.
- 9.3.2 Child abuse reports shall be made by telephone to the Department of Children and Family Services hotline at (800) 540-4000 within 24 hours of suspicion of instances of child abuse.
- 9.3.3 Contractor staff working on this Contract shall comply with California Welfare and Institutions Code (W&IC), Section 15600 et seq. and shall report all known or suspected instances of physical abuse of elders and dependent adults either to an appropriate County adult protective services agency or to a local law enforcement agency, as mandated by these code sections. Contractor staff working on this Contract shall make the report on such abuse, and shall submit all required information, in accordance with W&IC Sections 15630, 15633 and 15633.5.
- 9.3.4 Elder abuse reports shall be made by telephone to the Department of Community and Senior Services hotline at (800) 992-1660 within one (1) business day from the date Contractor became aware of the suspected instance of elder abuse.
- 9.3.5 Contractor staff working on this Contract shall also immediately report all suspected fraud situations to County within three business days to DPSS Central Fraud Reporting Line at (800) 349-9970.

9.4 Compliance with Auditor Controller Contract Accounting And Administration Handbook

The Los Angeles County Auditor-Controller Contract Accounting and Administration Handbook is incorporated herein by reference and available at www.ladpss.org/dpss/contracts. Contractor shall comply at a minimum with the requirements set forth in the Contract Accounting and Administration Handbook.

9.5 Compliance With Regulations

Contractor agrees to comply with all applicable federal, State and local laws, rules, regulations, ordinances and directives, and all provisions required thereby to be included herein, are hereby incorporated by this reference. These shall include, but are not limited to:

1. California Welfare & Institutions Code

2. California Department of Social Services (CDSS) Manual of Policies and Procedures
3. California Department of Social Services Operational Manual
4. Social Security Act
5. State Energy and Efficiency Plan (Title 24, California Administrative Code)
6. Clean Air Act (Section 306, 42USC 1857h)
7. Clean Water Act (Section 508, 33USC 1368)
8. Executive Order 11738 and Environmental Protection Agency Regulations (40 CFR Part 15)
9. Equal Employment Opportunity (EEO) {Executive Order 11246 Amended by Executive Order 11375 and supplemented in Department of Labor Regulations, 41 CFR, Part 60}

9.5.1 Contractor shall maintain all licenses required to perform the Contract.

9.5.2 Contractor shall indemnify and hold County harmless from any loss, damage or liability resulting from a violation, intentional or unintentional, on the part of the Contractor of such laws, rules, regulations, ordinances, directives, provisions, licenses and permits, including, but limited to those concerning nepotism, employment eligibility, civil rights, conflict of interest, wages and hours and nondiscrimination.

9.6 Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion-Lower Tier Covered Transactions (45 C.F.R Part 76)

Contractor hereby acknowledges that the County is prohibited from contracting with and making sub-awards to parties that are suspended, debarred, indelible, or excluded or whose principals are suspended, debarred, ineligible, or excluded from securing federally funded Contracts.

9.6.1 By executing this Contract, Contractor certifies that neither it nor any of its owners, officers, partners, directors, or other principals is currently suspended, debarred, ineligible, or excluded from securing federally funded Contracts. Further by executing this Contract, Contractor certifies that, to its knowledge, none of its Subcontractors, at any tier, or any owner, officer, partner, director, or other principal of any Subcontractors is currently suspended, debarred ineligible, or excluded from securing federally funded Contracts. Contractor shall immediately notify County in writing, during the term of this Contract, should it or any of its Subcontractors or any principals of either be suspended,

debarred, ineligible, or excluded from securing federally funded Contracts. Failure of Contractor to comply with this provision shall constitute a material breach of this Contract upon which the County may immediately terminate or suspend this Contract.

9.7 SHRED DOCUMENTS

Contractor shall ensure that all confidential documents/papers, as defined under State law (including, but not limited to Welfare & Institutions Code Sections 10850, 17006) relating to this Contract must be shredded and not put in trash containers when Contractor disposes of these documents/papers. All documents/papers to be shredded are to be placed in a locked or secured container/bin/box and labeled “shred” until they are destroyed. No confidential documents/papers are to be recycled. Documents for record and retention purposes in accordance with Sub-section 8.38 (Records Retention and Inspection/Audit Settlement) of this Contract are to be maintained for a period of five (5) years.

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IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Contract to be executed by the Director, of the Department of Public Social Services or designee and approved by County Counsel, and Contractor has caused this Contract to be executed in its behalf by its duly authorized officer, this _____ day of _____, 20__.

COUNTY OF LOS ANGELES

By _____ Date _____
Sheryl L. Spiller, Director
Department of Public Social Services

CONTRACTOR

Contractor's Name (Print or Type)

By: _____ Date _____
Authorized Signature

Name (Print or Type) Title (Print or Type)

By: _____ Date _____
Authorized Signature

Name (Print or Type) Title (Print or Type)

**APPROVED AS TO FORM:
BY THE OFFICE OF COUNTY COUNSEL**
Mary C. Wickham, County Counsel

By _____ Date _____
Melinda White-Svec
Deputy County Counsel

DVSS STATEMENT OF WORK AND TECHNICAL EXHIBITS

TABLE OF CONTENTS

SECTION	TITLE	PAGE
PREAMBLE.....		58
1.0	PROGRAM OVERVIEW.....	58
2.0	PARTICIPANT ELIGIBILITY.....	60
3.0	REFERRALS.....	64
4.0	CASE MANAGEMENT SERVICES.....	68
5.0	LEGAL SERVICES.....	90
6.0	DISCHARGE, TERMINATION AND CHANGES.....	105
7.0	PERFORMANCE OUTCOMES.....	107
8.0	OTHER REQUIREMENTS.....	108
9.0	GREEN INITIATIVES.....	111
10.0	TECHNICAL EXHIBITS.....	111
	TECHNICAL EXHIBIT 1 Performance Requirements Summary.....	112
	1a. Performance Requirements Summary Chart.....	118
	1b. Contract Discrepancy Report.....	122
	TECHNICAL EXHIBIT 2 List of CalWORKs, GR and GROW Forms.....	123
	a) SCREENING FOR POTENTIAL CALWORKS ELIGIBILITY (PA 1206)	
	b) CALWORKS TREATMENT/SERVICES VERIFICATION (PA 1923)	
	c) CALWORKS SPECIALIZED SUPPORTIVE SERVICES PROVIDER REFERRAL (GN 6006B)	
	d) NOTIFICATION OF CHANGE FROM SPECIALIZED SUPPORTIVE SERVICES PROVIDER (GN 6007A)	

- e) CALWORKS SUPPORTIVE SERVICES ENROLLMENT TERMINATION NOTICE (GN 6007B)
- f) MENTAL HEALTH/SUBSTANCE ABUSE/DOMETIC VIOLENCE/FAMILY PRESERVATION PROGRAM SERVICE PROVIDER PROGRESS REPORT (GN 6008)
- g) CALWORKS CHILD CARE PROGRAM BROCHURE (ST1-32)
- h) DPSS PROVIDER NOTIFICATION LETTER
- i) GENERAL RELIEF DOMESTIC VIOLENCE SERVICES REFERRAL (ABP 1467 DVS)
- j) GENERAL RELIEF OPPORTUNITIES FOR WORK PROGRESS REPORT DVS (ABP 1469 DVS)
- k) GENERAL RELIEF DOMESTIC VIOLENCE SERVICES VERIFICATION (ABP 127 DVS)
- l) CUSTOMER SERVICE QUESTIONNAIRE

TECHNICAL EXHIBIT 3 – Outreach Services Report139

TECHNICAL EXHIBIT 4 – DPSS CalWORKs and GROW/GR Orientation/Job Club Presentation Tracking Form.....140

TECHNICAL EXHIBIT 5 – Monthly Management Report.....141

TECHNICAL EXHIBIT 6 – Complaint of Discriminatory Treatment Form....142

TECHNICAL EXHIBIT 7 – Legal Service Group Workshop Report.....144

TECHNICAL EXHIBIT 8 – Stop Human Trafficking.....145

PREAMBLE

The County of Los Angeles seeks to collaborate with its community partners to enhance the capacity of the health and human services system to improve the lives of children and families. These efforts require, as a fundamental expectation, that the County's contracting partners share the County and community's commitment to provide health and human services that support achievement of the County's Strategic Plan Mission, Values, Goals and performance outcomes.

The County's vision is to improve the quality of life in the County by providing responsive, efficient and high quality public services that promote the self-sufficiency, well-being and prosperity of individuals, families, business and communities. This philosophy of teamwork and collaboration is anchored in the County's shared values of: 1) Accountability; 2) A Can-Do-Attitude; 3) Compassion; 4) Customer Orientation; 5) Integrity; 6) Leadership; 7) Professionalism; 8) Respect for Diversity; and 9) Responsiveness.

These shared values are encompassed in the County Strategic Plan's three Goals:

- 1) **Operational Effectiveness/Fiscal Sustainability:** Maximize the effectiveness of processes, structure, operations, and strong fiscal management to support timely delivery of customer-oriented and efficient public services;
- 2) **Community Support and Responsiveness:** Enrich lives of Los Angeles County residents by providing enhanced services, and effectively planning and responding to economic, social, and environmental challenges; and
- 3) **Integrated Service Delivery:** maximize opportunities to measurably improve client and community outcomes and leverage resources through the continuous integration of health, community, and public safety services.

Improving the well-being of children and families requires coordination, collaboration and integration of services across functional and jurisdictional boundaries, by and between County departments/agencies and community and contracting partners.

1.0 PROGRAM OVERVIEW

1.1 CalWORKs OVERVIEW

- 1.1.1 The California Work Opportunity and Responsibility to Kids (CalWORKs) is a welfare program that provides temporary financial assistance and employment services to families with minor children also known as an Assistance Unit. The Welfare-to-Work (WtW) Program is the employment segment of CalWORKs designed to assist individuals who are receiving assistance through the Program to transition as rapidly as possible from dependence on public assistance into self-sufficiency through unsubsidized employment. Aided adults or caretakers of families on welfare, unless exempt, are required to meet the WtW work requirements.

1.1.2 In Los Angeles County, the CalWORKs WtW program is administered by the Department of Public Social Services (DPSS) Greater Avenues for Independence (GAIN) Program, which is the County's comprehensive WtW program for families receiving CalWORKs. The DPSS WtW program helps adults acquire needed skills to obtain employment with the ultimate goal of improving the lives of families through becoming economically self-sufficient. As part of the WtW program, specialized supportive services, such as domestic violence (DV), mental health, and substance abuse treatment services, are available to assist Participants in overcoming barriers to employment.

1.2 GENERAL RELIEF AND GENERAL RELIEF OPPORTUNITY FOR WORK OVERVIEW

1.2.1 General Relief (GR) is a County-funded program that provides financial assistance to indigent adults who are ineligible for federal or State programs. The GR caseload includes two types of participants: 1) employable individuals with no medical conditions that would prevent employment, and 2) unemployable individuals who have one or more medical conditions (temporary or permanent) affecting their ability to work.

1.2.2 The General Relief Opportunity for Work (GROW) Program offers employment and training services to GR employable individuals and to GR participants who are exempt from mandatory participation in GROW, but who choose to enroll in GROW as volunteers. GROW is designed to help participants find, and maintain employment which will lead to self-sufficiency.

1.3 DOMESTIC VIOLENCE SUPPORTIVE SERVICES

1.3.1 Contractor will provide DVSS to CalWORKs Participants and their minor children, GR and GROW Participants, who have a domestic violence barrier to employment. The DVSS Program consists of a series of activities designed to provide the necessary support for DV victims to achieve the desired outcome of obtaining unsubsidized employment and move toward self-sufficiency. These activities shall be provided by a network of DV agencies contracted with DPSS. Contractor is required to deliver coordinated and comprehensive DVSS to Participants, and their minor children, that lead them to a safer and more stable environment, while providing the adult with the skills to become employed.

1.3.2 Contractor shall serve the maximum number of eligible Participants based on allocated funding, Contractor's capacity and Contractor's Budget (to be provided prior to contract execution).

- 1.3.3 The DVSS program includes two service categories: Case Management Services and Legal Services. Each service shall have distinct components which shall be described herein.
- 1.3.4 Contractor shall provide intensive individual, group, and if appropriate family-focused case management and/or legal services to Participants and families that remove barriers to employment, meet Service Plan objectives, and help achieve successful outcomes to move toward self-sufficiency. The type and duration of services is based upon the needs of the Participant as documented in the Service Plan.
- 1.3.4.1 Case Management Services include: assessment, safety plan, service plan, counseling services, licensed therapy (optional), support group services, life skills education services (client advocacy), DV education classes, shelter bed night service, court support/restraining order services (optional), translator/translation services, childcare/youth activities, and outreach.
- 1.3.4.2 Legal Services include: family law services, restraining order services; immigration law services, benefits access assistance services/advocacy, other legal assistance services, translator/translation services, and legal services workshop.

2.0 PARTICIPANT ELIGIBILITY

As of July 2015, there were 397,353 people in CalWORKs and 94,566 on General Relief (GR) and GROW. Of these populations, approximately 3,000 CalWORKs Participants and approximately 133 GR Participants per year receive DV Services. Of the GROW population, approximately 11 Participants per month receive DV services.

The CalWORKs population is reflected by Supervisorial Districts in the following manner:

Supervisorial District	Number of CalWORKs Participants	Estimated Number of CalWORKs Participants who receive DV Services
First	91,603	750
Second	134,620	990
Third	48,921	360
Fourth	55,699	450
Fifth	58,009	450
Unknown	8501	0
Total	397,353	3,000

2.1 CALWORKS

- 2.1.1 Contractor shall determine CalWORKs Participant's initial and on-going eligibility to the DVSS Program by adhering to the procedures outlined throughout the Contract which relate to the completion and submission of DPSS forms and the maintenance of documentation.
- 2.1.2 Contractor shall not bill or receive payment for any services provided to persons for which these procedures and documentation requirements are not adhered to, and shall not count towards the Performance Outcomes detailed in this Statement of Work, Section 7.0.
- 2.1.3 Contractor shall ensure CalWORKs Participant is eligible for the DVSS Program. To qualify for DVSS, each CalWORKs Participant shall be a victim of domestic violence by a current/past spouse or intimate partner. For purposes of this Contract, the abuse may be current or have occurred in the past. The eligible population includes the following participants:
- CalWORKs WtW Participants referred by DPSS.
 - CalWORKs WtW Participants not directly referred by DPSS but through the reverse referral process.
 - Refugee Employment Program (REP) Referrals for Refugee Cash Assistance (RCA) Participants.
 - Non-Custodial Parents.
 - Former CalWORKs WtW Participants Receiving Post-Employment Services (PES).
 - Post-Time Limited (PTL) CalWORKs WtW Participants.
 - Battered Non-Citizen Participants.
 - Other Eligible Participants.

2.2 GR AND GROW

- 2.2.1 Contractor shall determine GR and GROW Participant's initial and on-going eligibility to the DVSS Program by adhering to the procedures outlined throughout the Contract which relate to the completion and submission of DPSS forms and the maintenance of documentation.
- 2.2.2 Contractor shall not bill or receive payment for services provided to persons for which these procedures and documentation requirements are not adhered to, and shall not count towards the Performance Outcomes detailed in this Statement of Work, Section 7.0.

2.2.3 Contractor shall ensure a GR and GROW Participant is eligible for the DVSS Program. To qualify for DVSS, each GR and GROW participant shall be a victim of domestic violence by a current/past spouse or intimate partner. For purposes of this Contract, the abuse may be current or have occurred in the past. The eligible population includes the following participants:

- GR/GROW Participants Referred by DPSS.
- GR/GROW Participants Not Directly Referred by DPSS.

2.2.4 GR and GROW Participants are not eligible to receive Shelter Bed Night Services provided under this Contract.

2.3 NO CLIENT FEES

2.3.1 Contractor shall not charge a DVSS Participant any fees/costs for any services provided to the DVSS Participant under this Contract.

2.3.2 Contractor may accept voluntary contributions from DVSS Participants. However, Contractor shall not be coercive and any receipt of these contributions from a DVSS Participant shall be pre-approved by DPSS.

2.4 CIVIL RIGHTS COMPLIANCE

Contractor shall provide services to non-English and limited English proficient Participants using bilingual staff or Translator/Translation Services. Contractor shall not require Participants to provide their own interpreter at any time. The most common non-English languages are: Armenian, Cambodian, Chinese (Cantonese and Mandarin), Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese.

2.5 NO MANDATORY PARTICIPANT DUTIES

2.5.1 Contractor shall not mandate Participant to perform duties in order to receive services. Examples of the duties a Participant is not to be mandated to perform include, but are not limited to, work related to the upkeep and/or maintenance of Contractor's facilities, office work or clerical duties, and childcare.

2.5.2 The only exception is for Participants who are residents at a shelter operated by Contractor. Minimal duties may be allowed if Contractor's written policy and procedures relating to such duties are submitted in writing to DPSS Contract Management Division and written approval is issued by DPSS prior to the implementation of said duties, policies, and procedures.

2.6 PARTICIPANTS ACCESSING MULTIPLE CONTRACTORS

2.6.1 Participant is eligible for services based on his/her service needs. Participant may simultaneously access Case Management and Legal Services. However, Participant cannot receive case

management services at more than one (1) DVSS Contractor, at the same time.

- 2.6.2 Contractor shall ask Participant during intake whether the Participant is/has received services from any other DVSS contractor and/or agency. When possible, services should be coordinated with other agencies to ensure that families are not subjected to conflicting service goals, etc. If a Participant is receiving Case Management services from one DVSS contractor, he/she shall not be eligible for Case Management Services at another DVSS contractor until he/she notifies the first DVSS contractor. Once the DVSS contractor has been notified, the Contractor shall complete CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B) and submit to the GAIN Services Worker (GSW), or GAIN Case Manager (GCM) within five days of notification. For GR or GROW, the Contractor shall complete the General Relief Opportunities for Work Progress Report (ABP 1469 DVS) and submit to the GROW Services Worker.

2.7 OBTAINING PARTICIPANT'S CALWORKS OR GR/GROW CASE NUMBER

- 2.7.1 During intake, Contractor shall ask for and obtain from Participant his/her CalWORKs or GR/GROW case number. Most Participants carry their Electronic Benefits Card (EBT) with them, which includes the Participant's case number.
- 2.7.2 Contractor shall obtain the name, DPSS office location, and phone number of the Participant's GSW, GCM, or GROW Case Managers from the Participant. If the Participant is only able to provide the name of the GSW/GCM/GROW Case Manager and CalWORKs or GR/GROW case number, the other information may be obtained by calling DPSS at (866) 613-1044.

2.8 CALWORKS AND GR/GROW PARTICIPANTS RESIDING OUTSIDE LOS ANGELES COUNTY

- 2.8.1 If a CalWORKs WtW or GR/GROW Participant who resides in another county moves to Los Angeles County, he/she is not eligible for DVSS under this Contract until his/her case has been transferred to a Los Angeles County DPSS office.
- 2.8.2 After Participant has transferred to a Los Angeles County DPSS office, all eligibility and verification procedures and documentation requirements detailed in this Statement of Work shall apply.

3.0 REFERRALS

3.1 DPSS REFERRALS

DPSS referrals to DVSS Case Management and Legal Service shall be conducted by utilizing a listing of all DVSS contractors. DPSS staff shall initiate a call to the Contractor for an appointment on behalf of the Participant. Contractor shall coordinate scheduling Participant appointments for direct referrals from DPSS.

3.1.1 Contractor Requirements for CalWORKs Participants Directly Referred by DPSS

Contractor shall perform the following steps to determine and validate the CalWORKs Participant's DVSS eligibility:

- 3.1.1.1 Obtain a copy of CalWORKs Specialized Supportive Services Provider Referral (GN 6006B), from the Participant or DPSS GSW/GCM.
- 3.1.1.2 Complete Page 2, Section B of CalWORKs Specialized Supportive Services Provider Referral (GN 6006B), and fax or transmit the completed form via County-approved encrypted email to the DPSS GSW/GCM within five business days of Participant's intake.
- 3.1.1.3 Retain a copy of the completed CalWORKs Specialized Supportive Services Provider Referral (GN 6006B), in the Participant's case file.
- 3.1.1.4 Complete a Client Intake form and a written DV Assessment for all Participants referred for DVSS.
- 3.1.1.5 Maintain clear written documentation of the Participant's situation and service level need.
- 3.1.1.6 Provide Participant with CalWORKs Child Care Program brochure (ST1-32) to inform Participant of available child care supportive services.
- 3.1.1.7 Ensure component is open for at least one day of a service month to establish eligibility for entire month.

3.1.2 Contractor Requirements for GR/GROW Participants Directly Referred by DPSS

Contractor shall perform the following steps to determine and validate the GR/GROW Participant's DVSS eligibility:

- 3.1.2.1 Receive a copy of General Relief Domestic Violence Services Referral (ABP 1467 DVS) from the GROW Case Manager via confidential fax or U.S. mail.
- 3.1.2.2 Complete the General Relief Domestic Violence Services Referral (ABP 1467 DVS) and fax it or

transmit via County-approved encrypted email to the GROW Case Manager within five business days of the Participant's intake.

3.1.2.3 The General Relief Domestic Violence Services Referral (ABP 1467 DVS) must indicate the following information: Participant failed to show for appointment or Participant showed for appointment; further services are not required or treatment began on; expected duration, required hours per week, and completion of the domestic violence services only type box.

3.1.2.4 Retain a copy of the completed General Relief Domestic Violence Services Referral (ABP 1467 DVS) in the Participant's file.

3.1.3 DPSS Direct Referral Log

Contractor shall maintain a log indicating all referrals received directly from DPSS. The log shall contain the following information:

3.1.3.1 Participant's Information

- First initial of first name
- CalWORKs or GROW Case Number
- Year of Birth
- Contractor's Participant Case Number

3.1.3.2 DPSS Referring Office.

3.1.3.3 Copies of CalWORKs Specialized Supportive Services Provider Referral (GN 6006B) and ABP 1467 DVS.

3.1.3.4 Participant Intake Date, "No Show" or Date of rescheduled appointment (i.e., Participant did not access services or failed to show-up to receive services).

3.2 **REVERSE REFERRALS**

Reverse referrals are considered Participants who access DV services without directly being referred or given an appointment by DPSS. Contractor may identify a Participant as potentially eligible to CalWORKs, GR, or GROW and inquire on eligibility to the CalWORKs, GR, or GROW DVSS program utilizing the Reverse Referral process below.

3.2.1 CalWORKs Participants

3.2.1.1 Contractor shall use PA 1206 to screen for potential CalWORKs eligibility.

- 3.2.1.1.1 If the Participant is determined to be potentially eligible for CalWORKs, Contractor shall have the participant apply for CalWORKs to expedite CalWORKs approval, then proceed to the next step subparagraph 3.2.1.2.
- 3.2.1.1.2 If the participant is determined not to be potentially eligible for CalWORKs, the participant should be screened for GR and/or GROW eligibility.
- 3.2.1.2 Contractor shall complete, submit the CalWORKs Treatment/Services Verification (PA 1923), and retain a copy of the completed PA 1923, as indicated on the form, within ten business days.
 - 3.2.1.2.1 For noncitizen U-visa or VAWA recipients, Contractor shall submit a PA 1923, and retain a copy of the completed PA 1923 as indicated on the form, within ten (10) business days.
 - 3.2.1.2.2 Additionally, once the U-Visa or VAWA petition has been filed at the United States Citizenship and Immigration Services (USCIS) and the noncitizen's CalWORKs eligibility has been established, Contractor shall submit a revised PA 1923, and retain a copy of the completed PA 1923, within thirty (30) calendar days.
- 3.2.1.3 Contractor shall receive an acceptance/approval or rejection of the PA 1923 submission, via the Provider Notification Letter, within five (5) business days via mail, or fax, or email. If the Contractor does not receive the Notification letter within five (5) business days of faxing or emailing the PA 1923 form, Contractor should contact the Centralized PA 1923 Unit for follow-up and resolution. **Contractor shall not re-fax or re-email the form.** If approved, the effective date of eligibility is the date the PA 1923 was signed by the Participant or, the effective date of CalWORKs aid for the Assistance Unit, whichever is later.
 - 3.2.1.3.1 Contractor shall **not** send the PA 1923 for persons who have not yet applied for or been approved for CalWORKs.

- 3.2.1.3.2 Contractor shall **not** send the PA 1923 if GN 6006B is received.
- 3.2.1.4 If the Notification letter states that the Participant is eligible, Contractor may continue to provide services to Participant and request payment pursuant to the Contract, Section 5.0, Contract Sum/Compensation, Subsection 5.6 Invoices and Payments.
- 3.2.1.5 If the Notification letter states that the Participant is ineligible for reason(s) indicated on the Letter, Contractor may continue to provide services to the Participant for a period not to exceed thirty (30) calendar days from the date on the Letter, and the PA 1923 must be received by DPSS within 10 days of initial contact with participant. This applies to instances where the participant is ineligible due to being sanctioned by GAIN or Child Support Enforcement, or timed-off, Contractor shall ensure that Participant resolves the issue, reengages in GAIN, and agrees to participate in WtW activities.
- 3.2.1.6 Contractor shall receive the GAIN Services Worker/CalWORKs Eligibility Worker Notification to Service Providers (PA 1132) within sixty (60) days from the date of the accepted Notification letter.
- 3.2.1.7 Contractor shall develop a tracking mechanism for receipt of the GAIN Services Worker/CalWORKs Eligibility Worker Notification to Service Providers (PA 1132) within sixty (60) days from the date of the accepted Notification letter. If Contractor does not receive the PA 1132 within the indicated time frame, Contractor shall contact the Centralized PA 1923 Unit as indicated in the Notification Letter.

3.2.2 GR and GROW Participants

Contractor shall complete the General Relief Domestic Violence Services Verification Form (ABP 127) legibly with Participant's signature and fax or transmit the form via County-approved encrypted email within five business days of the intake appointment/initial contact with the Participant to the GROW Program Section.

- 3.2.2.1 Within five business days, Contractor shall receive a response to the General Relief Domestic Violence Services Verification Form ABP 127 submission from either the GR Program (unemployables) or GROW Program (employables).

- 3.2.2.2 If a Participant is in GROW, Contractor shall receive a General Relief Domestic Violence Services Referral (ABP 1467 DVS) to complete and return to the GROW Case Manager within ten business days of receipt.

3.3 CASE MANAGEMENT AND LEGAL SERVICES REFERRALS

- 3.3.1 Case Management Contractors shall have a written protocol to refer Participants to Legal Services upon the request of the Participant or if the Case Management Contractor determines that Legal Services assessment is advisable.
- 3.3.2 Legal Services Contractors shall have a written protocol to refer DPSS Participants to a Case Management Services contractor.
- 3.3.3 Legal Services Contractors shall collaborate with Case Management Services contractors to **integrate** Case Management Services into Legal Services within thirty (30) days but no longer than ninety (90) days from the Legal Services Intake day, depending on the Participant's DV situation.

3.4 SERVICES WITHOUT UNDUE DELAY

- 3.4.1 Upon commencement of this Contract, Contractor shall have systems and policies in place to assure that no Participant or potential Participant waits more than five business days to receive an intake, and no more than two workdays or immediately in emergency situations. Contractor shall maintain a copy of all systems and policies on file and make these available for monitoring purposes.
- 3.4.2 Contractor shall have systems and policies in place to immediately identify Participants or potential Participants in emergency situations and provide assistance as soon as possible.
- 3.4.3 Contractor shall return all telephone calls received from Participants and DPSS staff within two (2) business days.

4.0 CASE MANAGEMENT SERVICES

- 4.1 CASE MANAGEMENT SERVICES INCLUDE THE FOLLOWING SERVICES:** assessment, safety plan, service plan, childcare/youth activities, counseling services, support group services, life skills education services/client advocacy, DV education classes, shelter bed night service, translator/translation services, court support/restraining order service (optional), licensed therapy (optional), outreach and referrals. An assessment, service plan and safety plan are to be provided to each participant prior to offering other services and will be paid only once within a 6-month period, as deemed necessary. Contractor shall bill for Case Management Services at the rate specified in Exhibit B - DVSS Case Management Pricing Schedule and Sample Invoices. For participants who

are currently receiving Case Management Services at the time this Contract is executed, Contractor is not required to conduct a new assessment.

4.2 REQUIRED CASE MANAGEMENT SERVICES

4.2.1 Intake

Contractor shall conduct an interview and complete a Client Intake form (created by the Contractor) for all Participants in order to obtain Participant's information and determine Participant's immediate need(s).

4.2.2 Assessment

4.2.2.1 Contractor shall conduct a comprehensive assessment of every new Participant to identify the Participant's DV situation, service need(s), level of capacity to participate in WtW, including all necessary referrals to assist the Participant in overcoming DV barriers to move toward self-sufficiency by using the DV Assessment Tool developed by Contractor. This tool shall include, but is not limited to, the information needed in order to develop a Service Plan and a Safety Plan tailored to the Participant's needs and circumstances that may impair the participant's ability to be regularly employed or to participate in WtW activities, or that may prevent the participant from participating at all in WtW. The assessment shall include narrative information supporting the selected goals, and objectives for the Participant, including the Participant's ability to participate in WtW activities.

4.2.2.2 Contractor shall ask every new Participant whether he/she is involved in multiple services, i.e., receiving services from other DVSS Contractor(s) for Case Management or Legal Services, from other sources, and/or County Departments. DVSS shall be coordinated with other agencies to assure that DV families are not subjected to conflicting service goals. Contractor shall contact the other DVSS Contractor within three business days to inform them they are now servicing the participant, to confirm notification of other DVSS Contractor by participant and should follow-up with a written correspondence summarizing the telephone conversation, documenting the participant's ID and agreed upon date services began or are to begin. Contractor shall inform Participant that he/she will not be eligible for services in the same component until he/she notifies the other DVSS Contractor of the

change so that the GN 6007B, CalWORKs Supportive Services Enrollment Termination Notice, is submitted to the DPSS GSW/GCM or the ABP 1469, General Relief Opportunities for Work Progress Report DVS, to the GR/GROW Case Manager within five (5) business days of notification.

- 4.2.2.3 Contractor shall update the Assessment, Service Plan and Safety Plan, as deemed necessary.
- 4.2.2.4. Contractor shall re-open the case for a returning Participant, only if Participant returns within a consecutive 12 month period, and update the Service Plan and Safety Plan, as deemed necessary.
- 4.2.2.5 Contractor shall be allowed up to 30 days after the Assessment to complete the Safety Plan, Service Plan and to engage Participant in the array of DVSS. This shall provide the Contractor with sufficient time to assign the Participant to the appropriate services based on the Service Plan.

4.2.3. Safety Plan

The Safety Plan shall be created by the Contractor in consultation with the Participant to help the Participant to be prepared in dangerous situations and know the best way to react when in danger, as deemed necessary. The Safety Plan shall document the Participant's plan during a crisis/emergency. The Safety Plan shall be explained, discussed and created during initial intake, if appropriate, at Assessment, and subsequently, during discharge.

4.2.4 Service Plan

- 4.2.4.1 The Service Plan shall be created to empower the Participant to engage in services to accomplish the desired goals to assist in overcoming barriers to employment and obtaining self-sufficiency. A thorough Service Plan incorporates the results of the Assessment.
- 4.2.4.2 The Service Plan shall include the type of services, number of sessions, duration of services to be provided (e.g. Counseling, DV Education, Life Skills, Support Group), and the monitoring of services. The Service Plan shall also indicate the other services/referrals, such as Legal Services, etc.

4.2.5 Reassessment

Contractor may conduct a comprehensive reassessment of the Participant's DV situation and Service Plan goals/objectives, and

Safety Plan (as deemed necessary) to all Participants receiving Case Management Services every 180 days (six months).

4.2.5.1 For the Reassessment, Contractor shall update the Service Plan goals/ objectives, review the Participant's progress, completion of goals, unforeseen emergencies/barriers, if additional services are necessary, the Participant's DV situation and ability to participate in concurrent WtW activities or employment.

4.2.5.2 Contractor shall include narrative information of the reassessment such as but not limited to, Participant's progress, any changes to the original Service Plan, goals, barriers, Participant's DV circumstance, and the level of capacity to participate in WtW activities.

4.2.6 Childcare/Youth Activity Services (CalWORKs Participants Only)

Childcare/Youth Activity Services is an on-site supervision of the CalWORKs Participant's minor children while the Participant is receiving DVSS from the Contractor. This may include leading or overseeing the minors in any educational or recreational activities.

4.2.6.1 Contractor shall not utilize other Participants to provide Childcare or Youth Activity Services under any circumstances.

4.2.6.2 Contractor shall not utilize these services to replace childcare services provided under the DPSS CalWORKs WtW Program (e.g. Stage 1 Child Care).

4.2.6.3 Contractor shall refer Participants requiring child care services to DPSS for child care supportive services.

4.2.6.4 Contractor shall provide Childcare/Youth Activity Services in 15 minute increments of time.

4.2.6.5 Contractor shall maintain documentation with the following information to verify that the Childcare/Youth Activity Service was provided:

- Date service was provided
- Signature and name of individual(s) who provided service
- Description of specific services provided (e.g., "daycare," "homework lab, "organized sports," etc.)
- "CYA" noted for Childcare/Youth Activities
- Time spent providing the service based on 15 minute increments

- Participant's Information
 - First initial of first name
 - CalWORKs Case Number
 - Year of Birth
 - Contractor's Participant Case Number

4.3 SERVICES PROVIDED BASED ON PARTICIPANT NEED

The Service Plan shall document the Participant's need for the below services and the number and duration of such services, regular review, including the tracking of Participant's progress.

4.3.1. Counseling Services

Counseling Services are Participant centered individual, family (participant and child/adolescent), or group counseling and education provided by a licensed, or non-licensed clinician, or a para-professional trained specifically in Domestic Violence counseling (with required supervision of licensed clinician or professional counseling staff) and focused on methods for enhancing, empowering and motivating DVSS Participant to build positive behaviors (i.e., increase safety; address his/her emotional, social, vocational, educational, and health needs; promote the recovery of the adult survivor/children from the immediate and long-term effects of domestic violence; identify and achieve personal and emotional well-being).

4.3.1.1 Contractor shall provide Counseling Services in 15 minute increments of time.

4.3.1.2 Contractor shall maintain documentation with the following information to verify that the Counseling Service was provided:

- Date service was provided
- Signature and name of individual(s) who provided service
- Description counseling format, (i.e., "group", "individual", "family – (participant and child/adolescent))
- "CS" noted for Counseling Service
- Time spent providing the service based on 15 minute increments
- Participant's Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth

➤ Contractor's Participant Case Number

- Other progress and/or barriers to safety and/or changes.

4.3.2 Support Group Services

Support Group Services are meetings between Contractor staff and two (2) or more Participants at the same time with group discussion topics, activities, and special events that address myths associated with abuse and to affirm each Participant's positive image, (i.e., share their domestic violence experiences, listen and learn from other Participants, and offer confidential support and encouragement to women in similar situations).

4.3.2.1 A paid staff member must be present at all times during Support Group Sessions.

4.3.2.2 Contractor shall provide Support Group Services in 15 minute increments of time.

4.3.2.3 Contractor shall maintain documentation with the following information to verify that the Support Group Service was provided:

- Date service was provided
- Signature and name of individual(s) who provided service
- "SG" noted for "Support Group"
- Time spent providing the service based on 15 minute increments
- Participant' Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor's Participant Case Number
- Other progress and/or referrals that are aligned with the Participant's individual Service Plan, goals, and objectives

4.3.3 Life Skills Education Services

Life Skills Education Services are intended to increase self-reliance, self-confidence, independence, and accountability by acquiring skills necessary to live free from violence. Services include, but are not limited to, parenting education, independent living skills, and/or household establishment skills. These skills are taught to Participants on an individual basis or in a group/

classroom setting. (A group for purposes of payment is defined as two or more Participants.)

4.3.3.1 Contractor shall ensure staff providing this service have DV 40 hour training course that meets the requirements of California Evidence Code Section 1037.1

4.3.3.2 Contractor shall provide a written curriculum within thirty (30) days for the start of this Contract. Contractor shall develop its own written curriculum that includes the following:

- Parenting education:
 - Non-violent parenting skills
 - Child development, teaching children about home and personal safety, i.e., dialing 911
 - Assisting children with homework
 - Encouraging educational family activities
 - Communication
 - Positive discipline
 - Nutritional feeding techniques
 - Empathy
 - Conflict resolution skills
- Independent Living Skills:
 - Healthy relationship building skills, including birth control and safe-sex practices
 - Healthy coping skills, exercise, reading, utilizing crisis hotlines
 - Reaching out to friends and family
 - Accessing counseling services as needed
 - Assist in obtaining educational credentials, i.e., GED, driver education, and other work-related activities
 - Assist in obtaining school loans, scholarships and/or other funding for educational purposes
 - Appropriate professional attire
 - Communication
 - Problems solving skills

- Ability to access vital resources through role-playing, direct advocacy social services, healthcare, education, housing, transportation, etc.
- Household establishment skills education:
 - Assist in household budgeting, planning, purchasing and preparing of nutritional meals
 - Household furnishings
 - Financial assistance for housing
 - Safety planning at place of work and attending school/job
 - Information/referrals for obtaining home-safety devices, i.e., locks, alarm system, unlisted phone number and addresses, safety deposit boxes for important documents
 - Develop a family budget
 - Develop a long-term financial plan through banking, i.e., keeping a savings and checking account leading towards self-sufficiency
 - Coordinate housing, Section 8 housing, apartments, other independent living or family housing
- Client Advocacy:
 - Coordinate the delivery of all supportive services needed by the Participant.
 - Work closely with Participant, other community-based service providers, DPSS, and other CalWORKs/GAIN staff to meet the Participant's needs.
 - Telephone calls to/from DPSS to assist Participant in accessing benefits, addressing and resolving CalWORKs/GAIN issues
 - Crisis intervention: interface with law enforcement and hospital personnel in response to incident reports of DV.
 - Information and referrals to appropriate community agencies and resources (emergency shelters, transitional housing, mental health, substance use disorder, etc.).

- Notification of family, employer, and/or school of victim status if necessary.
- Participant shall be present at the time Contractor conducts client advocacy services.

4.3.3.3 Contractor shall provide Life Skills Education Services in 15 minute increments of time.

4.3.3.4 Contractor shall maintain documentation with the following information to verify that the Life Skills Education Service was provided:

- Date service was provided
- Signature and name of individual(s) who provided service
- Description topics covered (e.g., “household budgeting,” “nutrition,” child discipline,” “client advocacy”, etc.)
- “LSE” noted for Life Skills Education
- Time spent providing the service based on 15 minute increments
- Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number
- Other progress and/or barriers to safety and/or changes

4.3.4 DV Education Classes

DV Education Classes consist of educating Participants about domestic violence (e.g. definition of DV, cycle of violence, DV myths, dynamics of DV, etc.) to empower them, on group basis. (A class, for purposes of payment, is defined as two or more Participants.)

4.3.4.1 Contractor shall provide DV Education Classes in 15 minute increments of time.

4.3.4.2 Contractor shall maintain documentation with the following information to verify that the DV Education Class was provided:

- Date service was provided
- Signature and name of individual(s) who provided service

- Description of issues discussed (e.g., “definition of DV, cycle of violence, DV myths,” etc.)
- “DVES” noted for DV Education/Support
- Time spent providing the service based on 15 minute increments
- Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

4.3.5 Shelter Bed Night Services (CalWORKs Participants Only)

Shelter Bed Night Service is a service only for a CalWORKs Participant and his/her minor children at a DV emergency shelter operated by Contractor or at a licensed commercial lodging establishment that operates with security precautions (i.e., security guard, video surveillance, etc.).

4.3.5.1 Contractor shall only provide Shelter Bed Night Services to a CalWORKs Participant and his/her children.

4.3.5.2 Contractor shall maintain documentation with the following information to verify that the Shelter Bed Night Service was provided:

- Date(s) night(s) service was provided
- Signature and name of individual(s) who provided, arranged or oversaw the service (e.g., conducted check-in or sign-in or issued commercial voucher)
- “SBN” noted for Shelter Bed Night
- Detailed receipt if commercial lodging. Address may be blocked out.
- Participant’s Information
 - First initial of first name
 - CalWORKs Case Number
 - Year of Birth
 - CONTRACTOR’S Participant Case Number

4.3.5.3 Contractor shall provide Shelter Bed Night Services for up to a family of four not to exceed \$75 per night, plus \$15 for each additional eligible person, for a maximum amount of \$150 per night.

- 4.3.5.4 Contractor shall be limited to billing a maximum of 30 total nights for this service provided to each Participant during a consecutive twelve month period.
- 4.3.5.5 Contractor shall hang Human Trafficking Posters (Technical Exhibit 8 – Stop Human Trafficking) provided by the County in a visible location in the shelter lobby.

4.3.6 Translator/Translation Services

- 4.3.6.1 Translator/Translation Services are associated with Contractor using a translator or translation services (e.g., Tele-Interpreter or Open Communications International, TDD device or tele braille equipment) to provide direct services to a Participant in a language other than English. Translation can be written and/or oral.
- 4.3.6.2 Contractor shall provide Translation Services to non-English and limited English proficient Participants using bilingual staff, or a translator/translation service.
- 4.3.6.3 Contractor shall not require Participant to provide his/her own interpreter at any time. The most common non-English languages required by Participants are: Armenian, Cambodian, Chinese (Cantonese and Mandarin), Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese.
- 4.3.6.4 Contractor shall invoice for interpreter/translation services only if bilingual staff are not available. An example of an exception of the Translator/Translation Services service is as follows:
- Mary is an employee of the Contractor. She speaks Spanish and English. Helen is a Participant whose primary/ native language is Spanish. Mary provides counseling services in Spanish to Helen. Contractor should not report Translator/Translation Services provided; however, the Contractor may invoice for the Counseling Service.*
- 4.3.6.5 Contractor shall maintain documentation with the following information to verify that the Translator/ Translation Service was provided:
- Date service was provided
 - Language translated
 - Name and Affiliation of the individual who provided the service

- Service unit that was translated (e.g., “Case Management Services,” “Counseling,” etc.)
- “TTS” noted for Translator/Translation Services
- Time spent providing the service
- Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - CONTRACTOR’S Participant Case Number

4.3.7 Referral to Legal Services

Contractor shall notify the Participant of the availability of Legal Services and recommend these services as needed. A list of contracted DVSS Legal Service providers will be provided by the County Contract Administrator (CCA) after contract execution.

4.4 OPTIONAL SERVICES

4.4.1 Court Support/Restraining Order Services

- 4.4.1.1 Contractor may provide Court Support/Restraining Order Services to DVSS Participants; however, this service cannot be duplicated and billed for under the Legal Services Component.
- 4.4.1.2 Contractor shall maintain on file all court forms and written policies and procedures prepared for or provided to Participant for monitoring review.
- 4.4.1.3 Contractor shall provide Court Support/Restraining Order Services in 15 minute increments of time.
- 4.4.1.4 Contractor shall provide Court Support/Restraining Order Services by acting as a scrivener. Court Support/Restraining Order Services do not have to be provided by a California licensed attorney. Court Support/Restraining Order Services do not include giving legal advice or legal information or representing anyone in court.
- 4.4.1.4 Contractor shall maintain documentation with the following information to verify that the Court Support/Restraining Order Service was provided:
 - Date service was provided
 - Signature and name of individual(s) who provided the service

- Description of specific services provided (e.g., “accompanied to court for temporary restraining order,” “Discussed safety plan for court appearance,” “explained general court process,” etc.)
- “CRT” noted for Court Support or “RO” noted for Restraining Order
- Time spent providing the service based on 15 minute increments
- Participants Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

4.4.2 Licensed Therapy Services

4.4.2.1 Contractor may provide Licensed Therapy Service by licensed psychologist, licensed psychiatrist, and/or one of the following individuals who is licensed by the California Board of Behavioral Sciences (BBS):

- Licensed Clinical Social Worker (LCSW)
- Licensed Marriage and Family Therapist (LMFT). This does not include a Marriage and Family Therapist (MFT) Intern registered with the BBS or an Associate Clinical Social Worker (ACSW) registered with the BBS.
- Licensed Educational Psychologist (LEP)

4.4.2.2 Contractor shall provide licensed therapy services in 15 minute increments of time.

4.4.2.3 Contractor shall maintain documentation with the following information to verify that the Licensed Therapy Service was provided:

- Date service was provided
- Signature and name of individual(s) who provided service
- Description counseling format (e.g., “group,” “individual,” “family,” “child/adolescent”)
- “LT” noted for Licensed Therapy
- Time spent providing the service based on 15 minute increments

- Participant's Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor's Participant Case Number

4.5 OUTREACH SERVICES (For Case Management Services Only)

- 4.5.1 Outreach Services are provided to groups or individuals in order to educate and increase awareness of domestic violence.
- 4.5.2 Contractor shall provide community outreach services to the community at large (i.e., faith-based organization and community gatherings), community colleges, social and health services agencies, human services agencies, that include target population groups, and individuals and families who are not clients.
- 4.5.3 Contractor shall provide Outreach Services in increments of one event.
- 4.5.4 Contractor shall maintain the following documentation to verify that Outreach Services was provided.
- 4.5.4.1. The Outreach Services Report Form (Exhibit A – Technical Exhibit 3) shall be completed in its entirety and submitted with the monthly invoice.
- 4.5.4.2 A copy of the Outreach Services Report Form(s) shall be retained on file and provided to DPSS upon request.
- 4.5.5 Payment for outreach services shall be paid in accordance with Exhibit B, Domestic Violence Supportive Services Case Management Pricing Schedule and Sample Invoices.

4.6 GAIN ORIENTATION/JOB CLUB PRESENTATION (For Case Management Services Only)

- 4.6.1 Contractor shall participate in GAIN Orientation/Job Club Presentations and shall provide information on the availability of DVSS during the presentations to assist victims of DV or potential victims to identify DV.
- 4.6.2 DPSS shall provide a schedule of the GAIN Orientation/Job Club Presentations that Contractor shall present per year. The schedule shall include the location, date and time of the presentations.
- 4.6.3 Contractor shall provide GAIN Orientation/Job Club Presentation in increments of one presentation.
- 4.6.4 Contractor shall maintain the following documentation to verify that the GAIN Orientation Presentation was provided.

- 4.6.4.1 The GAIN Orientation/Job Club Presentation Tracking Form (Exhibit A – Technical Exhibit 4) shall be completed in its entirety and submitted with the monthly invoice.
- 4.6.4.2 A copy of the GAIN Orientation/Job Club Presentation Tracking Form(s) shall be retained on file and provided to DPSS upon request.

4.7 SERVICE SITES

Contractor shall continuously manage and operate the site(s) at the location(s) contracted to provide services set forth in this Contract.

Contractor shall obtain required inspection certificates (health, fire, etc.) and the prior written consent of the Director of the Department of Public Social Services or authorized designee before modifying or terminating services, revising hours of service delivered at such location(s), and/or before commencing such services at any other location.

Contractor shall maintain the building and surrounding areas in a manner consistent with applicable local, State, and federal occupational safety and sanitation regulations. The premises shall be free of any accumulation of garbage, rubbish, stagnant water, and/or filthy or offensive matter of any kind to ensure that the premises are maintained in a clean and wholesome condition.

4.7.1 Hours of Operation

- 4.7.1.1 Contractor's site shall be open and available to provide the required services to Participants Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., or for a minimum of forty (40) work hours a week, at the service site within the Supervisorial District in which it is funded.
- 4.7.1.2 Contractor shall ensure that staff responds to any calls and inquiries received between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. It is up to the agency if they would like to maintain a 24-hour hotline. In addition, Contractor shall make good faith efforts to provide services on weekends and evenings, as needed, in cases where it will increase accessibility to Program services and enhance the likelihood of a Participant achieving his/her goals. The following or similar wording shall be communicated to all Participants in writing and verbally and shall be posted in a highly visible area in the Walk-In Center:

"If it is difficult to come here during our regular days and hours of operation, tell us and we will try to accommodate you so you can reach your goals."

- 4.7.1.2 CCA will provide Contractor with a list of County recognized holidays for County employees. Contractor may maintain County recognized holidays.

4.7.2 Walk-In/Drop-In Center

- 4.7.2.1 Contractor shall operate a Walk-In/Drop-In Center that is physically located in the Supervisorial District, for which it is being funded, that must be open during business hours between 8:00 a.m. to 5:00 p.m., Monday through Friday. The Walk-In/Drop-In Center shall provide Participants with the services detailed in this Statement of Work.
- 4.7.2.2 Contractor shall provide the address of the Walk-In/Drop-In Center to DPSS. Contractor shall not turn away Participants who arrive at the Walk-In or Drop-In Center without an appointment or referral.
- 4.7.2.3 Contractor should make good faith efforts to assist every Participant and assess his/her needs as soon as possible. The purpose of the Walk-In/Drop-In Center is to provide a place where Participants can easily access services with little or no prior planning involved. Contractor shall have processes in place to maximize meeting this Program focus.

4.7.3 Health and Fire Inspections

- 4.7.3.1 Contractor understands and agrees that County may have the appropriate Health or Fire (Los Angeles County or jurisdictional city) Department inspect the Contractor's service sites as often as once every three months or upon receipt of a complaint to determine if the facility is sanitary, healthful, and otherwise safe for its intended or actual use. The Contractor shall be responsible for any fees or charges associated with the Health or Fire Inspections.
- 4.7.3.2 Contractor shall be provided with a written report as to the conditions at the facility and shall either correct any deficiencies within thirty (30) business days of receipt of the report or may request an extension of time from the appropriate Health or Fire Department to make such corrections. Contractor shall forward a copy of the Health or Fire Department's response to County. Failure to permit inspection or cure the defects(s) in a timely manner shall constitute grounds for the termination of this Contract.

4.8 STAFF

Contractor shall operate continuously throughout the entire term of this Contract with at least the minimum number of staff required under this Contract and any other applicable staffing requirements which are necessary to provide services hereunder. Contractor's personnel shall meet qualifications as provided through this Contract, Contract amendments, and Administrative Directives.

4.8.1 Domestic Violence Contract Program Review Training

Contractor staff who is compensated with funds received through this Contract shall attend the DPSS Domestic Violence Contract Program Review training. The training shall be completed within the first quarter of the year or for individuals new to the Contractor's organization or Contract, within three months of hire as part of the Contract workforce. Contractor shall maintain verification of completion of training.

4.8.2 Mandatory 40 hour DV Training

Contractor shall ensure that all staff providing services to Participants has successfully completed 40 hour Domestic Violence training defined in California Evidence Code Section 1037.1. Contractor shall maintain staff's individual certificates of completion in staff's personnel file and be made readily available for review at County's requests.

4.8.3 Case Management Staff

4.8.3.1 Contractor providing Case Management services shall have a Contractor Project Manager supervising and overseeing all staff and services provided under this Component/category.

4.8.3.2 All Contractor's staff providing services under this Contract and/or having any direct interaction with Participants served under this Contract shall be able to fluently read, write, speak, and understand English.

4.8.3.3 Contractor shall also have at least one Direct Services staff, defined as any staff providing Case Management services directly to Participants, who is physically based at Contractor's program site(s) within the Supervisorial District in which it receives funding to provide the Component/category services.

4.8.3.4 The Contractor's Contractor Project Manager or designated alternate staff and Direct Services Staff shall be available during business hours and shall each devote a minimum of 20 hours a week to the Contract and shall be reflected on the Contract Budget.

4.9 CLIENT RECORDS

4.9.1 Contractor shall maintain a current and comprehensive case file for each Participant interviewed and serviced. The Participant's case file, at minimum, must contain the following documents:

A. ALL PARTICIPANTS

1. Client Intake form (created by the Contractor),
2. Assessment (created by the Contractor),
3. Service Plan (created by the Contractor),
4. Safety Plan (created by the Contractor),
5. Outcome measures,
6. Progress notes with service delivery dates,
7. Program evaluation measures,
8. Discharge summary, and
9. Client satisfaction survey.

B. CALWORKS PARTICIPANTS

1. Screening for Potential CalWORKs Eligibility (PA 1206),
2. CalWORKs Treatment/ Services Verification (PA 1923),
3. CalWORKs Specialized Supportive Services Provider Referral (GN 6006B),
4. Notification of Change from Specialized Supportive Services Provider (GN 6007A),
5. CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B), and
6. Mental Health/Substance Abuse/Domestic Violence/Family Preservation Program Service Provider Progress Report (GN 6008).

C. GR and GROW PARTICIPANTS

1. General Relief Domestic Violence Services Verification Form (ABP 127)
GROW Participants Only
2. General Relief Domestic Violence Services Referral (ABP 1467 DVS), and

3. General Relief Opportunities for Work Progress Report DVS (ABP 1469 DVS).

4.9.2 In addition to other confidentiality requirements set forth in this Contract, Contractor shall maintain DV Participant's case file in either a locked file cabinet or in a secure room to ensure confidentiality.

4.9.3 Contractor shall ensure confidentiality and provide secure storage, access, and disposal of Participant records for five years after the contact has terminated.

4.10 CALWORKS WtW AND GROW PARTICIPANTS ENGAGE IN CONCURRENT WtW ACTIVITIES OR GROW ACTIVITIES

4.10.1 CALWORKS PARTICIPANTS

A. Contractor shall develop a protocol for evaluating Participant's progress, completion of services, barriers, and referrals to other WtW activities. Contractor shall recommend participation in concurrent WtW activities using the Mental Health/Substance Abuse/Domestic Violence/Family Preservation Program Service Provider Progress Report (GN 6008). The completed progress report shall be submitted to the GSW/GCM on a quarterly basis.

B. Participation in a concurrent WtW activity includes the Participant having completed one or more of the following activities during the service period but before exiting DVSS:

1. Vocational assessment
2. Specific vocational training classes or higher education classes for a degree program
3. Educational training such as literacy, educational testing, English as a Second Language (ESL) classes, or GED classes
4. Volunteer or participate in an internship program
5. Pre-Employment-related services such as job readiness training, job search or job placement
6. Subsidized or unsubsidized (salaried) employment

4.10.2 GROW PARTICIPANTS

A. Contractor shall develop a protocol for evaluating Participant's progress, completion of services, barriers,

and referrals to other GROW activities. Contractor shall recommend participation in concurrent GROW activities using the General Relief Opportunities for Work Progress Report DVS (ABP 1469 DVS). The completed progress report shall be submitted to the DPSS GROW Case Manager via fax or County-approved encrypted email on a monthly basis.

B. Participation in a concurrent GROW activity includes the Participant having completed Pre-Employment-related services such as job readiness training, job search or job placement during the service period but before exiting DVSS.

4.10.3 Contractor shall ensure Participant's file contains documentation that includes notes of the Participant's progress in the given activity and gauge the overall success towards reaching the goals or barriers that may prevent the Participant from completing or progressing in DV services. In addition, the documentation shall include specifics such as date, time, and name the type of concurrent activity, including number of hours of participation in concurrent activities, as appropriate.

4.11 REPORTING

4.11.1 CalWORKs Progress Reports

4.11.1.1 Contractor shall develop a protocol for tracking/evaluating the Participant's progress and completion of the range of services necessary for the Participant to achieve desired goals with positive outcomes on a quarterly basis. The type and duration of services is based upon the needs and choices of the Participant.

4.11.1.2 Protocol shall consist of desired goal(s) and objectives along with a scale for determining appropriate progress. Documentation shall include notes that record Participant's progress in the given activity and gauge the overall success in attaining the goal, or barriers that may prevent the Participant from completing or progressing in services. In addition, documentation shall include specifics such as date, time and duration of contact, name or type of service component/activity.

4.11.1.3 Every ninety (90) days, from the date services began, Contractor shall monitor for receipt of CalWORKs Mental Health/Substance Abuse/ Domestic Violence/ Family Preservation Program Service Provider Progress Report (GN 6008) for each Participant currently receiving services from the Contractor.

- 4.11.1.4 Contractor shall complete the form to indicate whether the Participant is maintaining progress and/or is able to participate in a concurrent WtW activity or has completed or dropped out of services.
- 4.11.1.5 Contractor shall return the CalWORKs Mental Health/Substance Abuse/Domestic Violence/Family Preservation Program Service Provider Progress Report (GN 6008) via fax or County-approved encrypted email, within 15 calendar days of receipt, and retain a signed copy of the form and fax confirmation in the Participant's file.
- 4.11.1.6 Contractor shall contact the SSS GAIN Liaison to request CalWORKs Mental Health/Substance Abuse/Domestic Violence/Family Preservation Program Service Provider Progress Report (GN 6008), if Contractor does not receive the form within the indicated time frame. A list of SSS GAIN Liaisons will be provided by the CCA after contract execution.

4.11.2 GROW Progress Reports

- 4.11.2.1 Contractor shall monitor for receipt of DVS, General Relief Opportunities for Work Progress Report DVS (ABP 1469), which is mailed directly to the Contractor by DPSS monthly.
- 4.11.2.2 Contractor shall complete the form and indicate whether the Participant is participating and maintaining progress and/or is able to participate in a concurrent GROW activity or has successfully completed DVSS.
- 4.11.2.3 Contractor shall fax or County-approved encrypted email the completed DVS, General Relief Opportunities for Work Progress Report DVS (ABP 1469) to the GROW Case Manager, within five business days of receipt.
- 4.11.2.4 Contractor shall contact the GROW Supportive Services Liaison for a copy or replacement if Contractor does not receive DVS, General Relief Opportunities for Work Progress Report DVS (ABP 1469). A list of GROW Supportive Services Liaisons will be provided by the CCA after contract execution.

4.11.3 GR/GROW End of Service/Program Goal Attainment Reports

Contractor shall track Participant's achievement of the DVSS goals. Contractor shall develop its own assessment tools to evaluate Participant's progress and maintain a copy of the

assessment in the participant's case file. Contractor shall provide a copy to DPSS upon request.

4.11.4 GR Participants

General Relief Opportunities for Work Progress Report DVS (ABP 1469) is not required, nor will one be sent for GR unemployable Participants.

4.11.5 DVSS Monthly Management Report

Contractor shall submit to the CCPM with a copy to the CCA a Monthly Management Report (MMR) (Exhibit A, Technical Exhibit 5) no later than 15 days after the month services were rendered, which may include, but is not limited to:

- a. Number of Participants obtained through reverse referral;
- b. Number of Participants referred by DPSS;
- c. Number of Assessments completed;
- d. Number of Service Plans and Safety Plans completed within 30 days of the Assessment;
- e. Number of Participants referred to DPSS to participate in a concurrent WtW/GROW activity;
- f. Number of Participants making satisfactory progress;
- g. Number of Participants receiving DVSS Case Management Services (e.g. counseling, therapy, optional services);
- h. If a corrective action plan is taking longer than one month to complete, include the status report of the corrective action's progress.

4.11.6 DVSS Ad-Hoc Reports

County may request data or other information from Contractor on an Ad-Hoc basis, as needed by the Department, County agencies or entities for budgetary or other purposes. Contractor shall provide the requested data, if available, to County in a mutually agreeable time period.

4.11.7 Customer Service Questionnaire

Contractor shall provide the Customer Service Questionnaire to every Participant to complete and submit the completed questionnaire to the DPSS Contract Management Division within ninety (90) days of initial intake and discharge. The Customer Service Questionnaire shall consist of the Participant's progress and/or satisfaction with the program. Contractor shall have the participant confirm receipt of a Customer Service Questionnaire and contractor shall retain confirmation in the Participant's case file.

5.0 LEGAL SERVICES

- 5.1 Legal Services (LS) shall be offered and may be provided to Participants and upon any Participant's request during his/her participation in DVSS, as described in this Statement of Work.
- 5.1.1 LS Contractor shall provide clear documentation of each Participant's DV situation, whether past/current, from the initial intake to DVSS through discharge. Documentation shall include ongoing interaction to evaluate the effectiveness of the service plan, the projected length of service, start date, time and duration, name of staff providing the services, contact number or type of legal service provided, including the Participant's level of capacity to participate safely in WtW.
- 5.1.2 LS Contractor shall provide Legal Services under the supervision of an attorney, licensed to practice in the State of California. Legal advice shall only be provided by attorneys licensed to practice in the State of California. In addition to the LS Contractor Attorney-Employee and Lead/Managing Attorney defined in DVSS Statement of Work, Section 5.0, Legal Services, Subsection 5.5, Staff, Paragraphs 5.5.1, and 5.5.2, LS may be provided by licensed volunteer attorneys. LS provided by volunteer attorneys shall be billed at the attorney rate specified in Exhibit C, DVSS Legal Services Pricing Schedule and Sample Invoices.
- 5.1.3 Contractor may provide assessments and consultations, as needed, at the shelter and/or walk-in/drop-in center once a month, coupled with a one day hotline phone intake/consultation.
- 5.1.4 The LS Contractor shall be available to provide appropriate legal intervention services (initial assessment/consultation) in emergencies for emergency shelter residents.
- 5.1.5 Once intake has been completed, the attorney shall meet the Participant in person at the DVSS Case Management Services provider site, the DV Shelter-Based Service Provider, or other site for the Participant's convenience to follow-up on the legal case.
- 5.1.6 LS Contractor shall provide Legal Service in increments of 15 minutes.
- 5.1.7 LS Contractor shall not permit Participants to provide services to other Participants under this Contract or as part of any other services the Contractor provides.
- 5.1.8 LS Contractor shall ensure the written documentation requirements are not in conflict with the relevant California State laws regarding Attorney-Client confidentiality and the Attorney-Client and Attorney-Work Product privileges.

5.2 LEGAL SERVICE ASSESSMENT AND SERVICE PLAN

5.2.1 INTAKE

- 5.2.1.1 LS Contractor shall conduct an interview and complete an intake/registration form for all Participants in order to obtain Participant's information and determine Participant's legal services needs. Intake/registration forms are designed by each individual LS Contractor.
- 5.2.1.2 LS Contractor shall maintain a case file for each Participant who received an Intake which include, but not limited to, the following documents:
1. Client Intake form (created by the Contractor)
 2. Screening For Potential CalWORKs Eligibility (PA 1206)
 3. CalWORKs Treatment/Services Verification (PA 1923)
 4. CalWORKs Specialized Supportive Services Provider Referral (GN 6006B)
 5. CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B)
 6. Notification of Change From Specialized Supportive Services Provider (GN 6008)

5.2.2 ASSESSMENT AND DEVELOPMENT OF SERVICE PLAN

- 5.2.2.1 LS Contractor shall conduct a comprehensive assessment/ consultation to identify the Participant's DV situation, legal problem(s), need(s), type of legal services needed to develop the Service Plan, goals, and objectives, other referrals for successful outcomes to assist the Participant to overcome barriers to employment, including the Participant's level of participation in WtW.
- 5.2.2.2 The Legal Services Plan shall specify the goals and objectives to be met (e.g. restraining order in place, child support order obtained), and duration of services. The LS Plan shall also document the Participant's needs, the type of legal services, regular reviews, and other services/referrals, such as Case Management, etc. LS contractor shall update the LS Service Plan, as deemed necessary.

- 5.2.2.3 For participants who are receiving Legal Services at the time the Contract is executed, Contractor is not required to conduct a new assessment.

5.2.3 COORDINATION WITH CASE MANAGEMENT PROVIDER

LS Contractor shall notify all LS Participants of the availability of DVSS Case Management Services to assist in removing barriers to employment. LS Contractor shall implement written procedures for the referral of LS Participants to DVSS Case Management Services. LS Contractor shall collaborate with DVSS Case Management Services contractors to integrate Case Management Services into LS within thirty (30) days, but no later than ninety (90) days from the Legal Services intake day, depending on the Participant's DV situation. It is highly recommended that all DV Participants receiving LS services should also be assessed by and receive Case Management Services. In the event that Participant does not choose to obtain such services or in an emergency, LS Contractor shall provide referrals to appropriate community agencies and resources, which include counseling, emergency shelter, child care, transportation, healthcare access, pre-employment related services, and other available resources. A list of contracted DVSS Case Management providers will be provided by the CCA upon contract execution.

5.2.4. Reassessment

LS contractors may conduct a reassessment of the LS Service Plan, Participant's DV situation and his/her ability to participate in WtW activities every 180 days (6 months), as needed.

5.2.4.1 The Reassessment is to update the LS Service Plan goals/objectives, reevaluate the Participant's DV situation, unforeseen emergencies/barriers, if additional LS services are needed, or referrals to other services, including determining the Participant's level of capacity to participate in WtW activities.

5.2.4.2. LS contractor shall include narrative information of the reassessment such as but not limited to, Participant's progress, any changes to the LS Service Plan, objectives, barriers, referrals, including the Participant's level of capacity to participate in WtW activities.

5.2.4.3 Assessment conducted by Contractor may only be invoiced once every six months.

5.3 SERVICES

LS Contractor shall serve a maximum number of eligible Participants with Legal Services based on agency's capacity and allocated funding within each fiscal year which includes formal legal representation (by Staff

Attorneys) to ensure that Participant's rights are preserved and that issues are resolved with the Participant's best interest and safety in mind. Contractor shall also ensure services assist Participants in removing barriers to employment, meeting service plan objectives, and achieving successful outcomes.

LS Contractor shall determine the type and duration of Legal Services based upon the needs of the Participant and the results of the Assessment.

LS Contractor shall develop a protocol for monitoring and evaluating Participant's progress in meeting plan goals/objectives and/or removing barriers to safety.

LS Contractor shall document changes in the Participant's case file. Notes shall be documented in each Participant's file and be in line with each Participant's Service Plan, goals and objectives.

LS Contractor shall provide advocacy support by coordinating the delivery of all needed supportive services by working closely with Participant, the Case Management Contractor and other community-based service providers, agencies, and/or DPSS to meet Participant's needs.

5.3.1 Family Law Services (Divorce and Children Issues)

Family Law Services are defined as legal divorce and children issues such as any combination of the following services in relation to separation and/or divorce that may include, but are not be limited to: property division, spousal support, paternity establishment, child custody and visitation orders, child support, and the filing of a restraining order, etc.

5.3.1.1 LS Contractor shall:

- Document clearly the initial consultations, legal advice, and legal/related research.
- Prepare/file court documents/forms.
- Provide Court/alternative dispute resolution representation.
- Prepare Participant for testimony at trial by explaining the basic background of the American Court system procedures.
- Conduct/prepare communications with other involved parties.
- Provide court accompaniment of Participant to family law, and/or civil courts to offer support and information.

- 5.3.1.2 LS Contractor shall provide Family Law Services in increments of 15 minutes.
- 5.3.1.3 LS Contractor shall maintain documentation with the following information to verify that the Family Law Service was provided:
- Date service was provided
 - Signature and name of individual(s) who provided service
 - Description of service(s) provided (e.g., “represented in court,” “prepared court documents,” “researched legal/related issues,” etc.)
 - “FL” noted for “Family Law”
 - Time spent providing the service based on 15 minute increments.
 - Name of Attorney and Paralegal providing services to Participant
 - Name of Attorney on Record for the services or “Pro Per” noted
 - Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

5.3.2 Restraining Order Service

Restraining Order Services are legal services provided to DVSS Participants that are associated with obtaining a DV restraining order, emergency protective order (EPO), temporary restraining order (TRO), or otherwise.

- 5.3.2.1 LS Contractor shall provide Restraining Order Services, which may include any combination of the following:
- Initial consultation and legal advice.
 - Preparation of court documents/forms including filing fees.
 - Court representation.
- 5.3.2.2 LS Contractor shall provide Restraining Order Services in increments of 15 minutes.
- 5.3.2.3 LS Contractor shall maintain documentation with the following information to verify that the Restraining Order Service was provided:

- Date service was provided
- Signature or initials or name of individual(s) who provided service
- Description of service(s) provided (e.g., “represented in court,” “prepared court documents,” “researched legal/related issues,” etc.). Note: copies of all related court documents and restraining orders must be maintained on file and noted as such in the description.
- “RO” noted for “Restraining Orders”
- Time spent providing the service based on 15 minute increments
- Name of Attorney and Paralegal providing services to Participant
- Name of Attorney on Record for the services or “Pro Per” noted
- Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

5.3.3 Immigration Law Services

Immigration Law Services are legal services in connection with Participant’s access to services from the United States Citizenship and Immigration Services (USCIS). These are services that assist Participants in stabilizing their immigration status which include, but are not limited to, filing petitions under VAWA, or Widow(er), or U Visa, or appeals, including obtaining work authorization, and/or other lawful permanent residency issues.

5.3.3.1 LS Contractor shall provide Immigration Law Services which may include any combination of the following:

- Initial consultations or legal advice.
- Legal or related research.
- Prepare/file USCIS forms, appeals, and court documents, etc.
- Represent parties in court and contact with USCIS.

5.3.3.2 LS Contractor shall ensure that non-citizen Participants are eligible for CalWORKs or GR pursuant to Subsection 2.0.

- 5.3.3.3 LS Contractor shall provide Immigration Law Services in increments of 15 minutes.
- 5.3.3.4 LS Contractor shall maintain documentation with the following information to verify that the Citizenship and Immigration Service was provided:
- Date service was provided
 - Signature and name of individual(s) who provided service
 - Description of service(s) provided (e.g., “represented in CIS hearing/interview,” “prepared court documents,” “researched legal/related issues,” etc.) Note: copies of all related court documents and USCIS forms must be maintained on file and noted as such in the description
 - “CIS” noted for “Citizenship and Immigration Services”
 - Time spent providing the service based on 15 minute increments
 - Name of Attorney and Paralegal providing services to Participant
 - Name of Attorney on Record for the services or “Pro Per” noted
 - Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

5.3.4 Benefits Access Assistance (BAA) Services/Advocacy

Benefits Access Assistance Services are legal service provided by Legal Service Contractor staff to help DVSS Participants access government benefits to which they are entitled. These BAA services include, but are not limited to, helping Participants understand their rights, appealing any administrative law decisions, compensation for medical bills, court fees, troubleshooting, and any services substantially similar to the aforementioned services.

- 5.3.4.1 LS Contractor shall provide Benefits Access Assistance Service/Advocacy.
- 5.3.4.2 LS Contractor shall work with courts and Victims-Witness Assistance to assist CalWORKs participants.

- 5.3.4.3 LS Contractor shall provide Benefits Access Assistance Services/Advocacy in increments of 15 minutes.
- 5.3.4.4 LS Contractor shall maintain documentation with the following information to verify that the Benefits Access Assistance Service was provided:
- Date service was provided
 - Signature and name of individual(s) who provided service
 - Description of service(s) provided (e.g., “represented on phone/in person to agency,” “prepared appeal letter,” “researched legal/related issues,” etc.)
 - “BAA” noted for Benefits Access Assistance
 - Time spent providing the service based on 15 minute increments
 - Name of Attorney and Paralegal providing services to Participant
 - Name of Attorney of Records for the services or “Pro Per” noted
 - Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

5.3.5 Other Legal Assistance Services

Other Legal Assistance Services are legal service provided by a Legal Services Contractor to assist a DVSS Participants in other legal matters which are limited to the areas of employment law, landlord/tenant issues, and consumer law.

- 5.3.5.1 LS Contractor shall provide Other Legal Assistance Services.
- 5.3.5.2 LS Contractor shall provide Other Legal Assistance Services in increments of 15 minutes.
- 5.3.5.3 LS Contractor shall maintain documentation with the following information to verify that the Other Legal Assistance Service was provided:
- Date service was provided
 - Signature and name of individual(s) who provided service

- Description of service(s) provided (e.g., “represented in court”, “prepared court documents”, “researched legal/related issues”, etc.)
- “OLA” noted for “Other Legal Assistance”
- Time spent providing the service based on 15 minute increments
- Name of Attorney and Paralegal providing services to Participant
- Name of Attorney on Record for the services or “Pro Per” noted
- Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

5.3.6 Translator/Translation Services

- 5.3.6.1 Translator/Translation Services are services associated with Contractor using a translator or translation services (e.g., Tele-Interpreter or Open Communications International, TDD device or tele braille equipment) to provide direct services to a Participant in a language other than English. Translation can be written and/or oral.
- 5.3.6.2 LS Contractor shall provide Translator/Translation Services to non-English and limited English proficient Participants using bilingual staff, a translation services or other DPSS-approved translation method.
- 5.3.6.3 LS Contractor shall not require Participant to provide their own interpreter at any time. The most common non-English languages required by CalWORKs Participants are: Armenian, Cambodian, Chinese (Cantonese and Mandarin), Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese.
- 5.3.6.4 LS Contractor shall invoice for translator/translation services only if bilingual Contractor staff are not available. An example of an exception of the Translation Services service is as follows:

Mary is an employee of the Contractor. She speaks Spanish and English. Helen is a Participant whose primary/native language is Spanish. Mary provides Restraining Order services in Spanish to Helen. Contractor may not bill for Translation Services; however, the Contractor may invoice for the Restraining Order.

- 5.3.6.5 LS Contractor shall provide Translator/Translation Services at actual costs.
- 5.3.6.6 LS Contractor shall maintain documentation with the following information to verify that the Translator/Translation Service was provided:
- Date service was provided
 - Name and Affiliation of the individual who provided the service
 - Service unit that was translated (e.g., “Restraining Order Services,” “Family Law Services,” etc.)
 - “TTS” noted for Translator/Translation Services
 - Time spent providing the service
 - Name of Attorney and Paralegal providing services to Participant
 - Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

5.3.7 Legal Services Workshop Services

Legal Services Workshop is provided to groups to assist in completing the required legal paperwork to avoid paperwork returns from the court. Legal Services Workshop is facilitated by the Family Law or Staff Attorney. Legal Services Workshop provides information on the legal aspects about family law matters, i.e., divorce, paternity establishment, child custody, support and visitation; step-by-step instructions on completing required legal forms. Client confidentiality shall be maintained by providing opportunity for participants to privately ask questions on a one-on-one basis. Legal services attorney, or paralegal under supervision by attorney, shall review all legal forms to identify mistakes, missing items/documents, and to avoid paperwork being returns from the court.

- 5.3.7.1 Contractor shall maintain documentation with the following information to verify that the Legal Services Workshop was provided to participants:
- Date service was provided
 - Signature or initials or name of individual(s) who provided service

- Description of service(s) provided (e.g., “review of paperwork,” “prepared court documents,” etc.
- “LSWS” noted for Legal Services Workshop Services
- Name of Attorney and Paralegal providing services to Participant
- Name of Attorney on Record for the services or “Pro Per” noted
- Participant’s Information
 - First initial of first name
 - CalWORKs or GROW Case Number
 - Year of Birth
 - Contractor’s Participant Case Number

5.3.7.2 Contractor shall complete in its entirety the Legal Services Workshop Services Tracking Report, (Exhibit A, Technical Exhibit 7), and submit with the monthly invoice. A copy shall be retained in file and provided to DPSS upon request.

5.4 SERVICE SITES

- 5.4.1 Contractor shall continuously manage and operate the site(s) at the location(s) contracted to provide services set forth in this Contract.
- 5.4.2 Contractor shall obtain required inspection certificates (health, fire, etc.) and the prior written consent of the County Contract Director before modifying or terminating services, revising hours of service delivered at such location(s), and/or before commencing such services at any other location.
- 5.4.3 Contractor shall maintain the building and surrounding areas in a manner consistent with applicable local, State, and federal occupational safety and sanitation regulations. The premises shall be free of any accumulation of garbage, rubbish, stagnant water, and/or filthy or offensive matter of any kind to ensure that the premises are maintained in a clean and wholesome condition. The physical site location shall be accessible to the public.

5.4.5 Hours of Operation

- 5.4.5.1 Contractor’s site shall be open and available to Participants to receive legal services, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., or for a minimum of forty (40) work hours a week, at the service site within the Supervisorial District in which it is funded. Contractor shall ensure that staff responds to calls and inquiries received when the office is not open. In addition, Contractor shall make good faith efforts to

provide services on weekends and evenings, as needed, in cases where it will increase accessibility to Program services and enhance the likelihood of a Participant achieving his/her goals. The following or similar wording shall be communicated to all Participants in writing and verbally and shall be posted in a highly visible area in the Walk-In Center:

“If it is difficult to come here during our regular days and hours of operation, tell us and we will try to accommodate you so you can reach your goals.”

- 5.4.5.2 CCA will provide Contractor with a list of County recognized holidays for County employees. Contractor may maintain County recognized holidays.

5.4.6 Health and Fire Inspections

- 5.4.6.1 Contractor understands and agrees that County may have the appropriate Health or Fire (Los Angeles County or jurisdictional city) Department inspect the Contractor’s service sites as often as once every three months or upon receipt of a complaint to determine if the facility is sanitary, healthful, and otherwise safe for its intended or actual use.
- 5.4.6.2 Contractor shall be provided with a written report as to the conditions at the facility and shall either correct any deficiencies within thirty (30) business days of receipt of the report or may request an extension of time from the appropriate Health or Fire Department to make such corrections. Contractor shall forward a copy of the Health or Fire Department’s response to County. Failure to permit inspection or cure the defects(s) in a timely manner shall constitute grounds for the termination of this Contract. The Contractor shall be responsible for any fees or charges associated with the Health or Fire inspections.

5.5 STAFF

Contractor shall operate continuously throughout the entire term of this Contract with at least the minimum number of staff required under this Contract and any other applicable staffing requirements which are necessary to provide services hereunder. Contractor’s personnel shall meet qualifications as provided through this Contract, Contract amendments, and Administrative Directives.

All Contractor’s staff providing services under this Contract and/or having any direct interaction with Participants served under this Contract shall be able to fluently read, write, speak, and understand English.

5.5.1 LS Contractor Attorney-Employee

LS Contractor providing DVSS Legal Services shall have, at a minimum on staff, one full time attorney licensed to practice law within the State of California who supervises and oversees lay staff and provides LS under the Contract. The attorney must be physically based at LS Contractor's service site(s) within the Supervisorial District in which it receives funding to provide Legal Services. Such attorney must be an employee of the Contractor and may not be an independent contractor, private consultant, or a volunteer. LS Contractor shall notify County within one day in writing if at any time this requirement is not being met. In addition, no Legal Services shall be paid if there is evidence that such attorney was not on-staff when services were provided.

If Contractor is contracted to serve more than one Supervisorial District, Contractor shall have at least one full-time attorney allocated to each Supervisorial District.

5.5.2 Lead/Managing Attorney

LS Contractor shall have at least one (1) attorney who is a full-time employee of Contractor and is based within the Supervisorial District in which funding is received. He/she must be reflected in the LS Contract Budget. Such attorney shall be considered the lead or managing attorney for LS Contractor in that Supervisorial District. Such attorney must be an employee of the Contractor and may not be an independent contractor, private consultant, or a volunteer.

5.5.3 Mandatory Contract Program Review Training

5.5.3.1 Contractor shall ensure that any individual who is compensated with funds received through this Contract shall attend the DPSS DV Contractor Program Requirements Review training. The training shall be completed within the first quarter of the FY or for individuals new to the Contractor's organization, or

5.5.3.2 Contractor shall ensure that all Contract staff, within three months of hire, be trained as part of the Contract workforce.

5.5.3.3 Contractor shall ensure the training reviews Participants' eligibility verification and documentation requirements, case file documentation requirements, Program and fiscal reporting requirements, and other requirements as detailed in the Contract Statement of Work.

5.5.4 Mandatory 40 hour DV Training

Contractor shall ensure that all staff providing services to Participants, have successfully completed 40 hour Domestic Violence training course that meets the requirements of California Evidence Code, Section 1037.1.

5.5.5 Contractor shall maintain staff's individual certificates of completion of trainings in staff's personnel file for monitoring review.

5.6 **CLIENT RECORDS**

5.6.1 Contractor shall maintain a current and comprehensive case file for each Participant interviewed and serviced.

5.6.2 Contractor shall maintain DV Participants case file in either a locked file cabinet or a secure room to ensure confidentiality.

5.6.3 In addition to other confidentiality requirements set forth in this Contract, Contractor shall ensure confidentiality and provide secure storage, access and disposal of Participant records for five years after the contract has terminated.

5.7 **REPORTING**

5.7.1 **CalWORKs Progress Reports**

5.7.1.1 Contractor shall develop a protocol for monitoring and evaluating Participant's progress and completion of the Legal Services necessary for the Participant to achieve desired outcomes or the resolution of the legal matter.

5.7.1.2 Every ninety (90) days, from the date services began, Contractor shall monitor for receipt of CalWORKs Mental Health/Substance Abuse/ Domestic Violence/ Family Preservation Program Service Provider Progress Report (GN 6008) for each Participant currently receiving services from the Contractor.

5.7.1.3 Contractor shall complete the CalWORKs Mental Health/Substance Abuse/ Domestic Violence/ Family Preservation Program Service Provider Progress Report (GN 6008) to indicate whether the Participant is participating and maintaining progress and/or is able to participate in a concurrent WtW activity, or if the legal matter has been resolved, or if additional services are needed.

5.7.1.4 Contractor shall fax or transmit via County-approved encrypted email the completed CalWORKs Mental Health/Substance Abuse/Domestic Violence/ Family Preservation Program Service Provider Progress

Report (GN 6008) to the GSW/GCM, within 15 calendar days, and retrain a copy of the fax/email confirmation in the Participant's file.

5.7.1.5 Contractor shall contact the SSS GAIN Liaison to request the CalWORKs Mental Health/Substance Abuse/Domestic Violence/Family Preservation Program Service Provider Progress Report (GN 6008), if Contractor does not receive the form within the indicated time frame. A copy of the SSS GAIN Liaison will be provided by the CCA after contract execution.

5.7.1.6 Contractor shall complete participants a blank CalWORKs Mental Health/ Substance Abuse/Domestic Violence/Family Preservation Program Service Provider Progress Report, GN 6008 form provided by DPSS, for **only** noncitizen Participants to provide the VAWA/U visa petition process status, and submit it along with their invoice.

5.7.2 GROW Progress Reports

5.7.2.1 Contractor shall monitor for receipt of General Relief Opportunities for Work Progress Report DVS (ABP 1469), which is mailed directly to the Contractor by DPSS.

5.7.2.2 Contractor shall complete the form and indicate whether the Participant is participating and maintaining progress and/or is able to participate in a concurrent GROW activity or the legal matter has been resolved.

5.7.2.3 Contractor shall fax or transmit via County-approved encrypted email the completed General Relief Opportunities for Work Progress Report DVS (ABP 1469 DVS) to the GROW Case Manager within five business days of receipt.

5.7.2.4 Contractor shall contact the GROW Supportive Services Liaison for a copy or replacement if Contractor does not receive General Relief Opportunities for Work Progress Report DVS (ABP 1469 DVS). A copy of the GROW Supportive Services Liaison will be provided by the CCA after contract execution.

5.7.3 DVSS Monthly Management Report

Contractor shall submit to the CCPM with a copy to the CCA a Monthly Management Report (MMR) (Exhibit A, Technical Exhibit 5) no later than 15 days after the month services were rendered, which may include, such as, but not limited to:

- a. Number of clients obtained through the Reverse Referrals.
- b. Number of clients referred by DPSS.
- c. Number of Assessment/Service plans completed.
- d. Number of clients referred to DPSS to participate in a concurrent WtW activity.
- e. Number of participants making satisfactory progress.
- f. Number of participants receiving DVSS Case Management Services at the time of assessment.
- g. Corrective Action's progress (if a corrective action plan is taking longer than one month to complete it).
- h. Number of clients referred to a DVSS Case Management contractor.
- i. Number of clients receiving DVSS Legal Services (e.g., immigration law, family law, other legal services, etc.).

5.7.4 DVSS Ad-Hoc Reports

County may request data or other information from Contractor as an Ad-Hoc basis, as needed by the Department, County agencies or entities for budgetary or other purposes. Contractor shall provide the requested data, if available, to County in a mutually agreeable time period.

5.7.5 Customer Service Questionnaire

Contractor shall provide the Customer Service Questionnaire to every Participant to complete and submit the completed questionnaire to the DPSS Contract Management Division within ninety (90) days of initial intake and discharge. The Customer Service Questionnaire shall consist of the Participant's progress and/or satisfaction with the program. Contractor shall have the participant confirm receipt of a Customer Service Questionnaire and contractor shall retain confirmation in the Participant's case file.

6.0 DISCHARGE, TERMINATION AND CHANGES

6.1 CalWORKs

- 6.1.1 Contractor shall establish a protocol for the discharge/termination of Participants from DV services. This protocol shall include a face-to-face contact (when possible) to complete a discharge summary. Documentation of the discharge summary shall include: reason for completion/termination; summary of services provided; Participant's progress while assigned to the Contractor; and goals attained/not attained along with recommendations for further

services/treatment/other WtW activity, including other referrals, if necessary.

- 6.1.2 Contractor shall complete/update the DV assessment tool, the Client Satisfactory Survey, and the CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B) for all Participants at discharge, termination, completion or drop-out, within five working days, if the change occurs in between the progress report period.
- 6.1.3 Contractor shall complete the Notification of Change from Specialized Supportive Services Provider (GN 6007A) for all changes such as, an increase/decrease to the number of hours of participation, participation in concurrent activities, and/or receipt of additional supportive services, within five working days of the actual change, if the change occurs in between the progress report period.
- 6.1.4 Fax or transmit via County-approved encrypted email a copy of Notification of Change from Specialized Supportive Services Provider (GN 6007A) and/or CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B) to the GSW, if the change occurs in between the progress report period.
- 6.1.5 Contractor shall retain a copy of the completed Notification of Change From Specialized Supportive Services Provider (GN 6007A) and/or CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B) and a copy of the fax/email confirmation in the Participant's case file.
- 6.1.6 Contractor shall develop a tracking mechanism for Participants who complete treatment, Participants who fail to comply with treatment, and Participants who return for services.
 - 6.1.6.1 Contractor may bill for services provided to a terminated CalWORKs/GAIN participant for a period not to exceed thirty (30) days after notification of termination of CalWORKs/GAIN eligibility has been received from DPSS. Contractor shall not be reimbursed for services provided to terminated CalWORKs/GAIN participants that exceed the **30-day period**.

6.2 GR AND GROW

- 6.2.1 Contractor shall utilize the General Relief Opportunities for Work Progress Report DVS (ABP 1469 DVS) to report Participant discharge, termination or changes.
- 6.2.2 Contractor may bill for services provided to a terminated GR/GROW Participant for a period not to exceed thirty (30) days after notification of termination of GR/GROW eligibility has been

received from DPSS. Contractor shall not be reimbursed for services provided to terminated GR/GROW Participants that exceed the 30-day limit.

6.3 CLIENT CHOICE IN NO LONGER ACCESSING SERVICES, OR NO LONGER ACCESSING PARTICULAR SERVICES

- 6.3.1 Under this Contract, it is the choice of an otherwise eligible Participant when he/she wants to stop accessing services. There is no “completion of program” or point at which the Participant is told that he/she may no longer access services.
- 6.3.2 Contractor shall not impose maximum time limits that a Participant may remain in the Program or dictate the type of services or frequency with which a Participant must access services.
- 6.3.3 Contractor may provide reasons to Participants of why they may want to access particular services and/or with what frequency.
- 6.3.4 This Section 6.3 does not apply to the Shelter Bed Night Service category which is limited to a maximum of 30 nights for each CalWORKs Participant and the Participant’s minor children during a 12 month period.
- 6.3.5 Contractor may establish written rules designed to maximize the safety of and respect towards staff and other Participants. If a Participant violates such rules this shall serve as reason for no longer allowing a Participant to access DVSS.
- 6.3.6 Contractor shall retain a copy of the rules in each Participant’s case file and document any rule violations in the case file for monitoring purposes.

7.0 PERFORMANCE OUTCOMES

Contractor shall adhere to the performance outcomes and service standards for DVSS provided under this Contract, Exhibit A, Statement of Work and Technical Exhibits, as listed in Performance Requirements Summary. The performance measures/outcomes shall be utilized to monitor the Participant’s progress in achieving employment; the Participant’s resourcefulness in maintaining his/her safety; the Participant’s satisfaction with Contractor services; and the Participant’s participation in concurrent WtW activities. The monitoring of the outcomes is Participant-based with the ultimate goal in assisting them in overcoming barriers to employment and moving towards economic self-sufficiency.

7.1 Case Management Performance Outcomes are as follows:

- a) 50% of participants who are assessed for DV have a service plan and a safety plan in place within 30 days of Assessment.

- b) 20% of participants who have completed an assessment and a service plan are referred to DPSS to participate in a concurrent WtW activity.
- c) 50% of Participants who have a completed Service Plan are making satisfactory progress by overcoming 50% of their identified barriers within a six-month period.

7.1.1 Contractor shall track the Participant's progress by developing a Performance Outcomes Measuring Tool that includes, but is not limited to:

- The number of identified barriers
- How are barriers being addressed
- Steps taken to remove barriers
- Number of barriers removed
- Timeframes in which the barriers were removed

7.2 **Legal Services Performance Outcomes** are as follows:

- a) 100% of participants who have not already been served by a DVSS Case Management contractor shall be referred to a DVSS Case Management contractor.
- b) 50% of Participants who are assessed for DV Legal Services have a Legal Service Plan specifying the Legal Services needed and legal services objectives to be met.
- c) 50% of Participants who have a completed Legal Services Plan have one or more Legal Services objectives met (e.g. restraining order in place) within 180 days.

7.2.1 Contractor shall track the Participant's progress by developing a Performance Outcomes Measuring Tool that includes, but is not limited to:

- The number of identified barriers
- How are barriers being addressed
- Steps taken to remove barriers
- Number of barriers removed
- Timeframes in which the barriers were removed.

8.0 OTHER REQUIREMENTS

8.1 Contractor Organization Capacity/Waiting Lists

If at any time Contractor has reached its contractual/organizational capacity, Contractor shall notify County in writing to the CCA with a copy to the CCPM within five business days. Prior written approval must be obtained from the CCPM in the event that Contractor: (1) is unable to

serve additional Participants; (2) must limit or modify the quantity and/or quality of services; or (3) requires a Participant to wait more than seven business days to access any non-emergency services after intake.

8.2 Los Angeles County Domestic Violence Council Meetings

8.2.1 Contractor shall attend a minimum of **six** Los Angeles County Domestic Violence Council meetings per year.

8.2.2 Contractor shall also attend bi-annual CalWORKs providers' meetings.

8.3 Public Statements

Contractor shall indicate in any and all press release(s) and any statement to the public related to the Program that, "This project is funded, in whole or in part, by Los Angeles County, Department of Public Social Services, CalWORKs GAIN/GROW/GR Domestic Violence Supportive Services Program." All job announcements shall indicate that Contractor is an Equal Employment Opportunity Employer.

8.4 Use of County Seal and DPSS Department Logo

Contractor shall not use or display the official seal of the County or the DPSS Department logo on any of its letterhead or other communications for any reason unless each form of usage has prior written approval of the Los Angeles County Board of Supervisors.

8.5 Equipment and Equipment Inventory

8.5.1 Contractor shall provide necessary space, furniture, utilities, telephones, printers, scanners, and computer equipment necessary to provide services.

8.5.2 Contractor shall provide Contractor staff with Internet access.

8.5.3 Contractor shall provide all supplies that are necessary to perform the services required by the Contract.

8.5.4 Contractor shall establish and maintain an inventory to include the following after the start of this Contract:

- a. Name and phone number of Contractor's contact person where equipment is located;
- b. Address where equipment is located;
- c. Type of equipment;
- d. Brand and model number of equipment;
- e. County bar-code number on equipment, if applicable; and
- f. Cost of equipment, funding source(s), and amount of County funds used in the purchase, as appropriate.

8.5.5 Contractor shall update the equipment inventory on, no less than, a semi-annual basis and shall provide County an updated inventory list during the term of this Contract upon request.

- 8.5.6 Contractor, effective with this new Contract, shall request and receive prior authorization from County to purchase any piece of equipment in excess of \$5,000, not furnished by County that is necessary to perform all services required under this Contract.
- 8.5.7 Unless applicable federal or State law requires otherwise, County shall be the sole owner of all rights, title, and interest in any and all equipment purchased by Contractor with County funds and equipment furnished by County to Contractor, pursuant to this Contract.
- 8.5.8 Upon termination or expiration of this Contract, all Contractor equipment purchased with County funds and equipment provided by County shall be retrieved by County with an appropriate notice to Contractor.

8.6 Civil Rights Training

Contractor shall ensure its public contact staff attend the mandatory Civil Rights Training provided by DPSS and provide reports to the CCA verifying attendance of such. Contractor's staff shall be paid for eight hours by Contractor to attend the DPSS provided one day training, at least once every two years.

8.7 Civil Rights Complaints and Procedures

Contractor shall comply with DPSS Civil Rights policy and procedures, as directed by DPSS, which includes but is not limited to the following:

- 8.7.1 Ensure notices and correspondence sent to participants are in their designated primary language and provide interpreters to ensure meaningful access to services to all participants.
- 8.7.2 Maintain a record of all Civil Rights materials provided by the County and ensure all participants are provided with the Civil Rights materials.
- 8.7.3 Develop and operate procedures for receiving, forwarding, and responding to Civil Rights complaints as follows:
 - 8.7.3.1 Provide and assist CalWORKs and GR participants with completing a Civil Rights Complaint of Discriminatory Treatment (PA 607), SOW Exhibits, Technical Exhibit 6, in the participant's primary language.
 - 8.7.3.2 Maintain a log of Civil Rights complaints.
 - 8.7.3.3 Contract Manager shall act as the Civil Rights Liaison (CRL) between the Contractor and the CCA and the Civil Rights Section (CRS) representative.

8.7.3.4 Forward all Civil Rights Complaint of Discriminatory Treatment (PA 607) form to the CCA within two (2) business days and maintain a copy.

8.7.3.5 CCA and CRL shall not attempt to investigate Civil Rights complaints. All investigations are handled by the CRS.

9.0 GREEN INITIATIVES

9.1 Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

9.2 Contractor shall notify the CCA of Contractor’s new green initiatives prior to the contract commencement.

10.0 TECHNICAL EXHIBITS

The following are additional information, documents and forms necessary to provide DVSS.

1. Performance Requirements Summary
2. List of Forms

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

I. INTRODUCTION

1. The PRS displays the major services that will be monitored during the term of the Contract. It indicates the required services, the standards for performance, maximum deviation from standard before service will be determined unsatisfactory, DPSS' preferred method of monitoring, and the unsatisfactory performance indicator which may be assessed if the service is not satisfactorily provided.
2. All listing of required services or Standards used in the PRS are intended to be completely consistent with the Statement of Work in this Contract and are not meant in any case to create, extend, revise or expand any obligation of the Contractor beyond that defined in Statement of Work in the Contract. In addition, the PRS is not meant to be a conclusive list of all monitored items. Contractor will monitor for the entire provisions in the Contract. In any case of apparent inconsistency between required services or Standards as stated in the main body of the Contract and the PRS, the meaning apparent in the main body of work will prevail. If any required service or Standard seems to be created in the PRS which is not clearly and forthrightly set forth in the main body of work, that apparent required service or Standard will be null and void and place no requirement on Contractor and will not be the basis for fiscal assessments.
3. DPSS expects a high standard of Contractor performance for the required service. DPSS will work with Contractor to help resolve any areas of difficulty brought to the attention of DPSS by Contractor before the allowable deviation from the acceptable Standard occurs.
4. However, it is the Contractor's responsibility to provide the services set forth in this Contract and summarized in the PRS. This section does not modify or replace Contractor obligation to provide expert professional services to DPSS.

II. PERFORMANCE REQUIREMENTS SUMMARY CHART

The Performance Requirements Summary Chart follows the PRS in Exhibit A, Technical Exhibit 1a and provides the following:

- A. Lists the specific performance reference (Column 1 of chart).
- B. Defines the Standard of performance for each required service (Column 2 of chart).
- C. Shows the minimum performance percent or Acceptable Quality Level (AQL) for each required service that is allowed before DPSS determines

the service unsatisfactory and considers fiscal assessments (Column 3 of chart).

- D. Shows the Monitoring Methods DPSS will use to evaluate Contractor's performance in meeting the Contract's requirements (Column 4 of chart).
- E. Shows the amount of fiscal assessments that may be considered for performance below the standard (Column 5 of the chart). These indicators may serve as the baseline for assessing liquidated damages.

III. **GOVERNMENT OBSERVATIONS**

In addition to departmental contracting staff, other federal, State and/or County personnel, may observe performance, activities, and review documents relevant to this Contract at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

IV. **QUALITY CONTROL PLAN**

Contractor shall establish and utilize a comprehensive Quality Control Plan (Plan), including internal monitoring and staff training systems to assure County a consistently high level of services are provided throughout the term of this Contract.

The Plan, which is subject to approval or rejection by County, shall be submitted to the CCA on the Contract start date. Revisions to the Plan shall be submitted as changes occur during the term of the Contract.

The Plan shall include, but not be limited to, the following:

- A. Method of monitoring to ensure that Contract requirements are being met;
- B. Method for identifying, preventing and correcting deficiencies in the quality of service before the level of performance becomes unacceptable;
- C. Method that the Contractor shall establish to resolve Participants' complaints, which shall include, but is not limited to, documenting the date and time a problem is first identified, a clear description of the problem, the corrective action taken, the length of time before the corrective action was initiated, and the timeframe showing when the corrective action was completed. The Plan shall be provided to the County upon request. If the corrective action takes longer than one month to complete, a status report of the corrective action's progress shall be included in the Contractor's Monthly Management Report (MMR), SOW Exhibits, Technical Exhibit 5.

- D. Data collection and monitoring systems to ensure that services are equitable for all participants.

V. **MONITORING**

- A. DPSS shall monitor the Contractor's performance at a minimum on a semi-annual basis or as often as needed. Contractor shall be monitored for adherence to all terms and conditions of the contract. In addition, Contractor shall be monitored for required services listed on the PRS. Contractor's deficiencies, which County determines are severe or continuing and may place performance of the Contract in jeopardy if not corrected, will be reported to the CEO and Board of Supervisors.

Contractor's performance may be evaluated by a variety of inspection methods. The methods of monitoring that may be used are:

- Random sampling; a standardized method for monitoring product (output) quality wherein all products within a lot (batch) stands a statistically equal chance of being selected for inspection;
- One hundred percent inspection of items, such as reports and invoices, on a semi-annual basis or as often as needed to assure a sufficient evaluation of the Contractor's performance;
- Review of employee files, records and reports;
- Review of Contractor's procedures and reports for investigating, responding to, and resolving of complaints; and
- On-site evaluations of Contractor's compliance with administrative requirements.

B. **Performance Evaluation Meetings**

B.1 Performance evaluation meetings shall be held jointly by DPSS staff and the Contract Project Manager as often as deemed necessary by the CCA. However, if a Contract Discrepancy Report, SOW Exhibits, Technical Exhibit 1b is issued, and at the discretion of the CCA, a meeting may be held within 10 business days to discuss the problem related to the discrepancy.

B.2 Action items from any Performance Evaluation Meeting shall be prepared by the CCA and signed by the Contract Project Manager and CCA. Should the Contract Project Manager not concur with the action items, he/she may submit a written statement to the CCA within ten (10) business days from the date of receipt of the signed minutes. The Contract Project Manager's written statement shall be attached to the CCA's minutes and be a part thereof. Failure to submit a written statement shall result in the acceptance of the

action items as written. In an unresolved dispute, the decision of the CCA will be final.

C. Contract Discrepancy Report

Performance of a listed service is considered acceptable when the number of discrepancies found during contract monitoring procedures does not meet the minimum standard required by the AQL. When the performance is unacceptable, Contractor may be required to respond to a Contract Discrepancy Report (CDR), as follows:

1. Verbal notification of a contract discrepancy will be made to Contractor as soon as possible whenever a contract discrepancy is identified. When possible, the problem shall be immediately resolved by Contractor. DPSS will determine whether a CDR will be issued. (See Exhibit A, Technical Exhibit 1b)
2. If a CDR is issued, it will be sent to Contractor.
3. Upon receipt of a CDR, Contractor is required to respond in writing to DPSS within ten business days acknowledging the reported discrepancies, presenting contrary evidence or providing explanation for the questioned action, and presenting a program for immediate corrective action of all failures of performance identified in the CDR within 15 business days.
4. DPSS will evaluate Contractor explanation on the CDR and if DPSS determines that without fault or negligence by Contractor, DPSS may decline to deem it an unsatisfactory performance for the month.

D. Retention of Original Documents

1. For monitoring and auditing purposes, Contractor agrees that any federal, State, County, or their authorized representative, shall have access to **original documents** to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Contract.
2. Contractor may use electronic files (e-files) as representation of original documents, which may include, but is not limited to, the following documents: accurate and complete financial records of its activities and operations relating to this Contract; accurate and complete employment and other records relating to this performance of this Contract; and current and comprehensive case file for each Participant interviewed and serviced.
3. For auditing purposes, e-files cannot substitute the original document.

VI. CRITERIA FOR ACCEPTABLE OR UNACCEPTABLE PERFORMANCE

- A. Contractor's unsatisfactory performance shall be determined by the number of defects that are found.
- B. A sample may be selected at random so that it will be representative of the entire population. The sample will be compared to the standard and conclusions will be made about the Contractor performance for the whole group. The random sampling plan includes the following information:
 - 1. Acceptable Quality Level (AQL) – The minimum performance percent that can be accepted and still meet the Contract Standard for satisfactory performance.
 - 2. Lot Size – the total number of unit or services to be provided;
 - 3. Sample Size – the number of units to be checked in a given time period; and
 - 4. Acceptance/Rejection Numbers – the numbers that indicate whether the lot is acceptable or unacceptable.
- C. The AQL for each sampling is taken from the PRS. The lot size is determined by estimating how often Contractor will provide a service during the sample period. To ensure each service has an equal chance of being selected, a random number table is used to determine the sample.

VII. REMEDY OF DEFECTS

Notwithstanding a finding of unsatisfactory service and assessment of fiscal assessments, Contractor must, within the timeframe as specified by DPSS, remedy any and all defects in the provision of Contractor's services and, as deemed necessary by the CCA, perform such services again at an acceptable level.

VIII. UNSATISFACTORY PERFORMANCE REMEDIES

- A. When Contractor performance does not conform to the requirements of the contract, County will have the option to apply the following non-performance remedies:
 - A.1 Require Contractor to submit a formal corrective action plan within 10 business days from when the CDR was issued, and it is subject to approval by County. In the plan, Contractor must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence.

A.2 Require Contractor to implement a formal corrective action plan, subject to approval by County for systematic, deliberate misrepresentations. This does not preclude County's right to terminate any resultant contract upon ten (10) days, as provided in Subsection 8.42, Termination for Convenience of this Contract.

A.3 Consider fiscal assessments for errors that fail to meet the allowable AQL. Should number of errors fail to meet the AQL in any given time, DPSS shall send a letter to Contractor identifying deficiencies and requesting the Contractor to provide an action plan within fifteen (15) working days to rectify deficiencies. Provisions included in Section III of this PRS will apply to these occurrences.

If the same types of errors continue and have not been corrected, Contractor shall be required to meet with DPSS to address specific plans to immediately rectify deficiencies. Provisions included herein will apply to these occurrences.

B. Failure of Contractor to comply with or satisfy the request(s) for improvement of performance or to perform the neglected work specified within ten (10) business days shall constitute authorization for County to have the service(s) performed by others. The entire cost of such work performed by others because of Contractor's failure to perform said service(s), as determined by County, shall be credited to County on Contractor's future invoice.

C. Suspend or cancel the contract for systematic, deliberate misrepresentations. This section does not preclude the County's right to terminate the Contract upon ten (10) days written notice, as provided for in Standard Terms and Conditions, Section 8.0, Subsection 8.42, Termination for Convenience, herein above.

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

1	2	3	4	5
REFERENCE	SERVICE STANDARD	MINIMUM ACCEPTABLE QUALITY LEVEL (AQL)	MONITORING METHODS	FISCAL ASSESSMENTS FOR FAILURE TO MEET THE AQL
Exhibit A Statement of Work, Section 2.0 Participant Eligibility, Subsection 2.1 CalWORKs, and Subsection 2.2 GR and GROW	Contractor verified Participants initial eligibility to DVSS.	100%	Review of case files.	\$25 per participant
Exhibit A Statement of Work, Section 2.0 Participant Eligibility, Subsection 2.1 CalWORKs, and Subsection 2.2 GR and GROW	Contractor verified Participants ongoing eligibility to DVSS.	95%	Review of case files.	\$25 per participant per 90 days
Exhibit A Statement of Work, Section 4.0 Case Management Services, Subsection 4.7 Service Sites, Paragraph 4.7.1 Hours of Operation, and Section 5.0 Legal Services, Subsection 5.4 Service Sites, Paragraph 5.4.5 Hours of Operation	Contractor's site shall be open and available for participants to receive Case Management Services and/or Legal Services, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., or for a minimum of forty (40) work hours per week, at the service site within the Supervisorial District in which it is funded. Contractor shall ensure that <u>staff responds to calls and inquiries received when the office is not opened.</u>	100%	On-site review/observation.	\$50 per day
Exhibit A Statement of Work, Section 4.0 Case Management Services, Subsection 4.8 Staff, and Section 5.0 Legal Services, Subsection 5.5 Staff	Contractor operated continuously with the number and level of staff included in the Contractor Budget.	95%	Review of administrative personnel files.	\$100 per position vacant for more than 45 days
Exhibit A Statement of Work, Section 4.0 Case Management Services, Subsection 4.8 Staff, and Section 5.0 Legal Services, Subsection 5.5 Staff	Contractor has the minimum staffing required by the SOW (e.g. Contractor Project Manager).	100%	Review of administrative files.	\$150 per position vacant for more than 14 days
Exhibit A Statement of Work, Section 4.0 Case Management Services, Subsection 4.8 Staff, Paragraph 4.8.1 Domestic Violence Contractor Program Review Training, and Section 5.0 Legal Services, Subsection 5.5 Staff, Paragraph 5.5.3 Mandatory Contract Program Review Training	Contractor's staff has attended the DPSS Domestic Violence Contractor Program Review training.	100%	Review of administrative files.	\$100 per employee
Exhibit A Statement of Work, Section 4.0 Case Management Services, Subsection 4.8 Staff, Paragraph 4.8.2 Mandatory 40- Hour DV Training, and Section 5.0 Legal Services, Subsection 5.5 Staff, Paragraph 5.5.4 Mandatory 40-Hour DV Training	Contractor's staff has completed and received certification for DV 40 hour training course.	100%	Review of administrative files.	\$100 per employee

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

1	2	3	4	5
REFERENCE	SERVICE STANDARD	MINIMUM ACCEPTABLE QUALITY LEVEL (AQL)	MONITORING METHODS	FISCAL ASSESSMENTS FOR FAILURE TO MEET THE AQL
Exhibit A Statement of Work, Section 4.0 Case Management Services, Subsection 4.9 Client Records, and Section 5.0, Legal Services, Subsection 5.6 Client Records	Contractor maintained a current and comprehensive case file for each Participant interviewed and serviced.	90%	Review of case files.	\$25 per participant
Exhibit A Statement of Work, Section 4.0 Case Management Services, Subsection 4.9 Client Records, and Section 5.0 Legal Services, Subsection 5.6 Client Records	Contractor maintained DVSS Participant’s case file in either a locked file cabinet or in a secure room to ensure confidentiality.	100%	On-site review/observation of cabinet or room.	\$100 per day
Exhibit A Statement of Work, Section 4.0 Case Management, Subsection 4.10 CalWORKs WtW, and GROW Participants Engage In Concurrent WtW Activities or GROW Activities	Contractors identified CalWORKs WtW or GROW Participants who were able to engage in concurrent WtW or GROW activities and made the referral to the GSW/GCM or GROW Case Manager.	90%	Review of case files.	\$25 per participant not referred
Exhibit A Statement of Work, Section 4.0 Case Management, Subsection 4.11.7, and Section 5.0 Legal Services, Subsection 5.7.5 Customer Service Questionnaire	Contractor provided the Customer Service Questionnaire to every Participant as indicated in Subsections 4.11.7 and 5.7.5.	80%	Review of case files.	\$10 per participant
Exhibit A Statement of Work, Section 8.0 Other Requirements, Subsection 8.2 LA County DV Council Meeting.	Contractor attended six LA County DV Council meetings per year and biannual CalWORKs providers’ meetings.	80%	Review of meeting attendance sheets.	\$150 per meeting missed
Exhibit A Statement of Work, Technical Exhibit 1, Performance Requirement Summary, Section V, Monitoring, Subsection C, Contract Discrepancy Report	Contractor responded accurately, completely, and timely, in writing as stated in the provision within 10 business days from date CDR was issued.	100%	Review of CDR response.	\$150 per occurrence
Exhibit A Statement of Work, Technical Exhibit 1, Performance Requirement Summary, Section VIII, Unsatisfactory Performance Remedies	Contractor submitted to County a Corrective Action Plan within 15 business days from date CDR was issued.	100%	Review of CDR response, review of administrative file, case file, and/or on-site review.	\$150 per occurrence
Exhibit A Statement of Work, Technical Exhibit 1, Performance Requirement Summary, Section VIII, Unsatisfactory Performance Remedies	Contractor shall comply with or satisfy the request(s) for improvement of performance or to perform the neglected work specified within ten (10) business days.	100%	Review of CDR response, review of administrative file, case file, and/or on-site review	\$150 per occurrence

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

1	2	3	4	5
REFERENCE	SERVICE STANDARD	MINIMUM ACCEPTABLE QUALITY LEVEL (AQL)	MONITORING METHODS	FISCAL ASSESSMENTS FOR FAILURE TO MEET THE AQL
Exhibit A, Statement of Work, Section 4.0 Case Management Services, Subsection, 4.11 Reporting, Paragraph 4.11.5 DVSS Monthly Management Report, and Section 5.0 Legal Services, Subsection 5.7 Reporting, Paragraph 5.7.3 DVSS Monthly Management Report ,	Contractor shall submit MMR by the 15 th day following the reporting month.	95%	Review of records submit and submission deadlines	\$25 deducted per day late
Exhibit A, Statement of Work, Section 8.0, Other Requirements, Subsection 8.6, Civil Rights Training	Contractor shall ensure all public contact staff complete the mandatory civil rights training provided by DPSS.	95%	Review of records	\$100 per occurrence
Contract Section 7.0, Administration of Contract – Contraction, Subsection 7.7, Confidentiality	Contractor shall retain copies of signed Contractor, Contractor Employee and Non-Employee Acknowledgement & Confidentiality Agreements.	100%	Review of records	\$250 per occurrence
Contract Section 8.0, Standard Terms and Conditions, Subsection 8.5, Complaints, and Exhibit A, Statement of Work, Section 8.7, Civil Rights Complaint and Procedures	Contractor shall follow procedure to receive, investigate, and respond to user complaints.	95%	Review of records	\$250 per occurrence in failing to report a complaint on a specified period
Contract, Section 7.0, Administration of Contract – Contractor, Subsection 7.6, Background and Security Investigations	Contractor shall ensure that staff performing under this contract undergo and pass criminal background checks.	100%	On-site review of records	\$500 per occurrence
Contract, Section 7.0, Administration of Contract – Contractor, Subsection 7.4, Approval of Contractor’s Staff	Contractor shall have a methodology for certifying bilingual employee.	100%	On-site review of records	\$250 per occurrence
Contract, Section 7.0, Administration of Contract – Contractor, Subsection 7.4, Approval of Contractor’s Staff	Contractor shall notify CCA within five business days of any staffing change.	95%	Review of Contractor’s budget and on-site review of Contractor’s records	\$500 per occurrence
Contract, Section 7.0, Administration of Contract – Contractor, Subsection 7.4, Approval of Contractor’s Staff	When reasonably requested by CCA, Contractor shall remove employee within 24 hours and replace the employee within 20 workdays.	100%	Receipt and review of staff resumes, review of records	Failure to fill vacancies or replace unacceptable staff, \$25 per occurrence per day, beginning the 21 st workday
Contract, Section 5.0, Contract Sum, Subsection 5.7, Invoices and Payments	Contractor shall submit an accurate monthly invoice by the 15 th calendar day following the report month.	95%	Review of invoices	\$200 per occurrence

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

1	2	3	4	5
REFERENCE	SERVICE STANDARD	MINIMUM ACCEPTABLE QUALITY LEVEL (AQL)	MONITORING METHODS	FISCAL ASSESSMENTS FOR FAILURE TO MEET THE AQL
CASE MANAGEMENT SERVICES ONLY:				
Exhibit A Statement of Work, Section 7.0 Performance Outcomes Requirements, Subsection 7.1 Case Management Performance Outcomes are as follows:	Contractor ensured that of the Participants who were assessed for DV, a service plan and a safety plan were in place within 30 days of assessment.	50%	Review of case files.	\$25 per 5% under the AQL
Exhibit A Statement of Work, Section 7.0 Performance Outcomes Requirements, Subsection 7.1 Case Management Performance Outcomes are as follows:	Contractor ensured that Participants, who have completed an Assessment and a Service Plan, were referred to DPSS to participate in a concurrent WtW activity.	20%	Review of case files.	None
Exhibit A Statement of Work, Section 7.0 Performance Outcomes Requirements, Subsection 7.1 Case Management Performance Outcomes are as follows:	Contractor ensured that Participants, who have completed a Service Plan, make satisfactory progress.	50%	Review of case files.	\$25 per 5% under the AQL
LEGAL SERVICES ONLY:				
Exhibit A Statement of Work, Section 7.0 Performance Outcomes Requirements, Subsection 7.2 Legal Services Performance Outcomes are as follows:	Contractor referred all Participants, not already being served by DVSS Case Management, to a DVSS Case Management contractor.	100%	Review of case files.	\$25 per participant
Exhibit A Statement of Work, Section 7.0 Performance Outcomes Requirements, Subsection 7.2 Legal Services (LS) Performance Outcomes are as follows:	Contractor ensured that Participants who were assessed for DV Legal Services had a Legal Services Plan specifying the Legal Services needed.	50%	Review of case files.	\$25 per participant
Exhibit A Statement of Work, Section 7.0 Performance Outcomes Requirements, Subsection 7.2 LS Performance Outcomes are as follows:	Contractor ensured that Participants who have completed a Legal Services Plan had one or more Legal Services objectives met.	50%	Review of case files.	\$50 per 5% under the AQL

CONTRACT DISCREPANCY REPORT

TO: _____

FROM: _____

DATES: Prepared: _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS: _____

Signature of County Contract Administrator Date

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

Contractor Project Director Signature Date

DPSS EVALUATION OF CONTRACTOR RESPONSE: _____

Signature of County Contract Administrator Date

DPSS ACTIONS: _____

CONTRACTOR NOTIFIED OF ACTION: _____

DPSS Representative Signature and Date

Contractor Representative Signature and Date

The following CalWORKs, GR and GROW forms are included:

- a) Screening for Potential CalWORKs Eligibility (PA 1206)
- b) CalWORKs Treatment/Services Verification (PA 1923)
- c) CalWORKs Specialized Supportive Services Provider Referral (GN 6006B)
- d) Notification of Change from Specialized Supportive Services Provider (GN 6007A)
- e) CalWORKs Supportive Services Enrollment Termination Notice (GN 6007B)
- f) Mental Health/Substance Abuse/Domestic Violence/ Family Preservation Program Service Provider Progress Report (GN 6008)
- g) CalWORKs Child Care Program Brochure (ST1-32)
- h) DPSS Provider Notification Letter
- i) General Relief Domestic Violence Services Referral (ABP 1467 DVS)
- j) General Relief Opportunities for Work Progress Report DVS (ABP 1469 DVS)
- k) General Relief Domestic Violence Services Verification Form (ABP 127 DVS)
- l) Customer Service Questionnaire

SCREENING FOR POTENTIAL CalWORKs ELIGIBILITY

This form is only a tool to screen for potential CalWORKs eligibility and **is not** intended to exclude anyone from applying for CalWORKs. Persons should apply at a local district office to find out whether or not they and their family are eligible for CalWORKs or other types of benefits such as General Relief, Food Stamps, or Medi-Cal.

IDENTIFYING INFORMATION		
Name: _____ (Last, First, Middle)		SSN: _____ - _____ - _____ DOB: ____ / ____ / ____
Address: _____		City and Zip: _____
Telephone No.: (____) _____		Primary Language: _____
A. EXISTING CalWORKs CASE		
Do you or your unmarried minor child(ren) receive welfare benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No (CalWORKs cash aid, Food Stamps, Medi-Cal) If Yes , complete the following: Child's Name: _____ Child's Birth date: _____ Mother's Name: _____ SS # (if known): _____ Type of Aid/Benefits: _____ County/State: _____		Yes No If Yes, (the individual is receiving CalWORKs cash benefits), do not continue.
B. CUSTODIAL/NON-CUSTODIAL RELATIONSHIP		
Does your unmarried minor child(ren) live with you? <input type="checkbox"/> Yes <input type="checkbox"/> No If No , you are a Non-Custodial Parent*, and you may still be eligible for domestic violence, mental health services, and/or substance abuse.		Yes No *Non-Custodial parents (NCPs) are not CalWORKs eligible, but may be eligible for domestic violence, substance abuse and/or mental health services.
C. POTENTIAL ELIGIBILITY		
1. Does your household include either a pregnant woman with no other minor child(ren) <u>or</u> a parent/caretaker with a minor child (under 19 years of age)? <input type="checkbox"/> Yes <input type="checkbox"/> No If the only child living in the household is not your child, is the child related to you by blood or marriage? <input type="checkbox"/> Yes <input type="checkbox"/> No		Yes No If No, the individual is not eligible to CalWORKs. However, pregnant women with no other minor child(ren), must be in her 3 rd trimester of her pregnancy to be CalWORKs eligible.
2. Is at least one of the household members a United States citizen/national or legal non-citizen? <input type="checkbox"/> Yes <input type="checkbox"/> No If No , what is your current residence (immigrant) status?		Yes No If No, depending on the individual's residence (immigrant) status, he/she may be eligible to CalWORKs. DPSS staff will determine eligibility based on the current residence status at time of application.
3. Is your household: <input type="checkbox"/> One-Parent Household <input type="checkbox"/> Two-Parent Household <input type="checkbox"/> Yes <input type="checkbox"/> No In a two-parent household, are either of the two parents working? (Note: This does not apply to caretakers). If yes , how many hours a week: _____		Yes No If Yes, advise the parent to provide work history at the time of the CalWORKs application.
4. Does anyone in the household have resources/property (cash, uncashed checks/money orders, checking/savings account, stocks/saving bonds, or other real property)? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes , what is the total amount of all the resources/property? \$ _____		Yes No If Yes, and the amount is over \$2,000 (over \$3,000 if 60 yrs. of age or older), the individual may not be eligible for CalWORKs.
Completed By: _____	Date: _____	Phone No.: (____) _____
Service Provider/Agency: _____		

NOTE: *For NCPs only: This form should be completed and sent to DPSS PA 1923 Centralized Unit within 2 weeks of the start of services. DPSS will Verify whether or not the individual qualifies as an NCP.
 PA 1206 (Rev. 12/08/05) Original to Service Provider – Copy to Case File

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES

CalWORKs TREATMENT/SERVICES VERIFICATION

[To: PA 1923 (SSS RR) Centralized Unit] [From:]
 West Valley GAIN Region II
 21415 Plummer Street, Suite B
 Chatsworth, CA 91311
 [FAX Number: (818) 775-6969] []

A. PROVIDER CERTIFICATION			
As an authorized employee of the treatment service provider agency named above, I certify that the individual named below is receiving CalWORKs Specialized Supportive Services (DOMESTIC VIOLENCE, SUBSTANCE ABUSE, OR MENTAL HEALTH) to help him/her overcome a barrier to employment. I understand that payment to contracted service provider is contingent on the CalWORKs participant maintaining eligibility to CalWORKs and complying with all requirements, assuming that the provider has been notified of the non-compliance by DPSS. In instances of substance abuse/mental health problems, includes the appropriate treatment services and signing a Welfare-to-Work (WtW) plan. For victims of domestic violence, certain requirements can be waived, including a WtW plan. In addition, the service provider must have received the GN 6008, Mental Health/Substance Abuse/Domestic Violence/Family Preservation Program Services Provider Progress Report, 90-days from service start date/assignment date, to confirm participant's continued eligibility to CalWORKs. This form must be submitted within 10 workdays of client's signature (not to exceed 30 days).			
Print Name/Title of Authorized Person:	Date Signed:	Telephone No:	Fax No:
B. PARTICIPANT IDENTIFICATION			
Name (First/Last):		CalWORKs Case No.:	
Social Security No. :	Date of Birth:	Primary Language:	Telephone No.: (Confidential for DV) ()
C. TYPE OF TREATMENT SERVICES (Complete as applicable) <input type="checkbox"/> Residential <input type="checkbox"/> Non-Residential			
I. <input type="checkbox"/> MENTAL HEALTH OR <input type="checkbox"/> SUBSTANCE ABUSE			
<input type="checkbox"/> Participant began treatment services on ____/____/____ for ____ hours per week.* Expected duration of needed treatment services ____ months.			
<input type="checkbox"/> Participant is able to participate in another WtW activity in addition to treatment services for ____ hrs. per week.			
<input type="checkbox"/> Participant is eligible for an exemption and will participate in GAIN as an exempt volunteer.			
Note: *MH/SA participants may participate less than 32/35-hours-per-week with Good Cause for a 90-day period.			
II. <input type="checkbox"/> DOMESTIC VIOLENCE CASE MANAGEMENT <input type="checkbox"/> DV FAMILY LAW <input type="checkbox"/> DV IMMIGRATION LAW (<input type="checkbox"/> VAWA <input type="checkbox"/> U Visa)			
<input type="checkbox"/> Participant began treatment services on ____/____/____ for ____ hours per week. Expected duration of needed treatment services ____ months.			
<input type="checkbox"/> Participant is able to participate in another WtW activity in addition to treatment services for ____ hrs. per week.			
<input type="checkbox"/> Participant is eligible for an exemption and will participate in GAIN as an exempt volunteer.			
Note: Participant shall be granted a DV waiver from the mandatory WtW Program rules with a clock stopper/extender. Please issue/review the CW 2199, CalWORKs/Welfare-To-Work Domestic Violence Waiver Request.			
D. OTHER SUPPORTIVE SERVICE NEEDS (Complete as applicable)			
Participant needs the following supportive services: <input type="checkbox"/> Child care <input type="checkbox"/> Public Transportation <input type="checkbox"/> Mileage: _____ per month			
<input type="checkbox"/> Work Related/Ancillary Expenses such as: <input type="checkbox"/> Books <input type="checkbox"/> Fees <input type="checkbox"/> Uniforms or <input type="checkbox"/> Other: _____			
E. OTHER Court ordered treatment services : <input type="checkbox"/> DV Counseling <input type="checkbox"/> Substance Abuse <input type="checkbox"/> Mental Health			
F. PARTICIPANT AUTHORIZATION (Complete as applicable)			
I authorize the Department of Public Social Services and the above treatment services provider to verify information regarding the status of my CalWORKs /GAIN case status and/or continuing eligibility to receive CalWORKs Specialized Supportive Services.			
<input type="checkbox"/> I am aware that my Mental Health or Substance Abuses treatment services will be incorporated in my Welfare-to-Work Plan.			
<input type="checkbox"/> I am aware that my Domestic Violence services may be incorporated now or eventually in my Welfare-to-Work Plan.			
<i>The determination will be made by my GAIN Services Worker/Contracted/REP Case Manager in consultation with the service provider.</i>			
Participant's Signature:		Date:	
G. COUNTY ACTION: <input type="checkbox"/> ACCEPTED <input type="checkbox"/> REJECTED DATE:			

PA 1923 (Rev. 04/12/10)

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES

CalWORKs SPECIALIZED SUPPORTIVE SERVICES RESULTS

[To: (GAIN Regional/REP Office)] [From: Name & Address of Facility/Provider]

Attention: _____
GSW/CCM/RCM Name/Number

[Fax No.: _____] [_____]

A - Completed by GSW/CCM/RCM

Participant Name:		CalWORKs Case No.:		
Residence Address (Do not use for DV if confidential address requested):		Mailing Address: (DV only)		
Primary Language:	Birth Date:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Is there an existing exemption? <input type="checkbox"/> Y <input type="checkbox"/> N	Telephone No. (Confidential for DV) ()

B - Completed by Service Provider (Complete as applicable and return to the GSW/CCM/RCM within 5 workdays from the appointment date)

I. TYPE OF SERVICE			
		<input type="checkbox"/> Residential	<input type="checkbox"/> Non-Residential
<input type="checkbox"/> SUBSTANCE USE DISORDER		<input type="checkbox"/> MENTAL HEALTH	
<input type="checkbox"/> DOMESTIC VIOLENCE CASE MANAGEMENT		<input type="checkbox"/> DV FAMILY LAW	<input type="checkbox"/> DV IMMIGRATION LAW <input type="checkbox"/> VAWA <input type="checkbox"/> U VISA
1. <input type="checkbox"/> Participant <i>failed</i> to appear for treatment services. Reschedule an appointment on: ____/____/____			
2. <input type="checkbox"/> Participant <i>began</i> treatment services on: ____/____/____ for ____ hours per week. Expected duration ____ months.			
3. <input type="checkbox"/> Participant is able to participate in <i>another</i> Welfare-to-Work (WtW) activity in addition to treatment services for ____ hours per week.			
<small>Note: MH/SUD participants may participate less than 32/35 hours-per-week with Good Cause for a 90-day period. DV participants shall be granted a waiver of CalWORKs/WtW requirements with a clock stopper/extender. Please issue/review the CW 2199-LA, CalWORKs/Welfare-to-Work Domestic Violence Waiver Request.</small>			
II. <input type="checkbox"/> DOMESTIC VIOLENCE ASSESSMENT			
1. <input type="checkbox"/> Participant <i>failed</i> to appear for Assessment appointment. Rescheduled Assessment appointment on: ____/____/____.			
2. <input type="checkbox"/> Participant's DV situation impairs his/her ability to participate in WtW, he/she shall be granted DV <i>good cause</i> for not participating in WtW.			
3. <input type="checkbox"/> Participant began receiving DV services (complete Section B.I accordingly).			
4. <input type="checkbox"/> Participant <i>declined</i> DV services at this time; however, is <i>able</i> to participate in WtW activities.			
III. OTHER SUPPORTIVE SERVICES NEEDS			
Participant needs the following supportive services: <input type="checkbox"/> Child care <input type="checkbox"/> Public Transportation <input type="checkbox"/> Mileage: _____ per month			
<input type="checkbox"/> Work Related/Ancillary Expenses such as: <input type="checkbox"/> Books <input type="checkbox"/> Fees <input type="checkbox"/> Uniforms or <input type="checkbox"/> Other:			
IV. OTHER – Court ordered treatment services: <input type="checkbox"/> DV Counseling <input type="checkbox"/> Substance Use Disorder <input type="checkbox"/> Mental Health			
V. Name of Person Completing this form: (Print Name)		Title:	Telephone No.: ()
			Date:

C - Completed by GAIN Participant: (Complete as applicable)

I authorize the Department of Public Social Services and the above service provider to verify information regarding the status of my CalWORKs, GAIN case and/or continuing eligibility to receive CalWORKs Specialized Supportive Services.	
<input type="checkbox"/> I am aware that my Mental Health or Substance Use Disorder treatment will be incorporated in my CalWORKs Welfare-to-Work plan, and my Domestic Violence services may be incorporated now, or eventually, in a CalWORKs Welfare-to-Work plan. <small>The determination will be made by my GAIN Services Worker/Contracted Case Manager/REP Case Manager in consultation with the service provider.</small>	
Participant's Signature:	Date:

County of Los Angeles

Department of Public Social Services

NOTIFICATION OF CHANGE FROM SPECIALIZED SUPPORTIVE SERVICES PROVIDER

TO:	GSW/CCM/RCM:	File Number:	GAIN Regional/REP Office:	
	Address:			
FROM:	Treatment Services Provider:			
	Address:			
	Provider Staff Person:	Telephone Number:	Date:	
PARTICIPANT INFORMATION				
Participant Name:		Case Number:	GAIN Activity:	

SECTION A – PARTICIPANT ABILITY TO PARTICIPATE IN WtW ACTIVITIES/EMPLOYMENT
<input type="checkbox"/> Number of participation hours per week has increased to _____ hrs per week.
<input type="checkbox"/> Number of participation hours per week has decreased to _____ hrs per week.

SECTION B – CONCURRENT PARTICIPATION IN OTHER WtW ACTIVITIES/EMPLOYMENT
<input type="checkbox"/> Participant is now able to participate in other WtW activities in addition to treatment services for _____ hrs per week.
<input type="checkbox"/> Participant is no longer able to participate in other WtW activities in addition to treatment services.

SECTION C - SUPPORTIVE SERVICES NEEDS
Participant needs assistance with: <input type="checkbox"/> Child Care <input type="checkbox"/> Transportation
<input type="checkbox"/> Work Related/Ancillary Expenses. Explain: _____

SECTION D - COMMENTS

GN 6007A (4/10)

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES

CalWORKs SUPPORTIVE SERVICES ENROLLMENT TERMINATION NOTICE

[To: (GAIN Regional/REP Office)] [From: Service Provider Name & Address]

Attention: _____
 [GSW/CCM/RCM Name/Number] []

Provider Certification

Participant Name:	Participant Address:
Case No.:	
GAIN Activity:	

This is to inform you that the above-named participant has:

Successfully completed his/her services/treatment activity on: _____

Dropped-out of services with good cause on: _____

Dropped-out of services without good cause on: _____
 Reason: _____

Services not completed; participant entered employment on: _____

Services not completed; participant transferred to other WtW activity: _____

Terminated his/her services; participant transferred to another provider on: _____

Other: _____

Service Provider Representative:	Title:	Phone No.: ()	Date:
----------------------------------	--------	-------------------	-------

GN 6007B (Rev. 04/10)

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES

**MENTAL HEALTH/SUBSTANCE ABUSE/DOMESTIC VIOLENCE/
FAMILY PRESERVATION PROGRAM SERVICE PROVIDER PROGRESS REPORT**

[]	Reply To:
[]	Attention: _____

OUR RECORDS INDICATE THAT THE FOLLOWING PARTICIPANT IS RECEIVING SERVICES IN YOUR PROGRAM. VERIFICATION OF PROGRESS IS NEEDED FOR HIS/HER CONTINUING ELIGIBILITY TO CalWORKs. PLEASE COMPLETE THIS FORM AND RETURN IT TO THE ABOVE ADDRESS WITHIN **FIFTEEN (15) CALENDAR DAYS** FROM THE POST DATE. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE GAIN SERVICES WORKER AT THE TELEPHONE NUMBER POSTED IN SECTION A BELOW.

A. Completed by GAIN SERVICES WORKER / CONTRACTED / REFUGEE EMPLOYMENT PROGRAM CASE MANAGER

Participant:	Date of Birth:	Case No.:	Exempt Volunteer Status <input type="checkbox"/> Y <input type="checkbox"/> N	
GSW/CCM/RCM:	File No.:	Telephone No.: ()	Fax No.: ()	Date:

B. Completed by Service Provider (Complete and return within 15 calendar days from the post date)

I. TYPE OF SERVICE <input type="checkbox"/> Mental Health (MH) <input type="checkbox"/> MH HCFP <input type="checkbox"/> Family Preservation (FP) <input type="checkbox"/> Family Reunification (FR) <input type="checkbox"/> Substance Abuse (SA) Non-Residential <input type="checkbox"/> SA Residential Services <input type="checkbox"/> SA Daycare Rehab Services <input type="checkbox"/> SA HCFP <input type="checkbox"/> Domestic Violence (DV) Case Management <input type="checkbox"/> DV Family Law <input type="checkbox"/> DV Immigration Law			
II. DUAL DIAGNOSIS (if applicable) <input type="checkbox"/> MH <input type="checkbox"/> SA		Please check if referral is needed <input type="checkbox"/>	
III. PROGRESS (Complete as applicable) The above-referenced CalWORKs participant: 1. <input type="checkbox"/> is able to participate in the above DV/MH/SA treatment activity or FP/FR activity for _____ hrs/week. 2. <input type="checkbox"/> is maintaining progress consistent with the above DV/ MH/SA treatment activity or FP/FR activity. 3. <input type="checkbox"/> has dropped-out of treatment services effective ____/____/_____. 4. <input type="checkbox"/> has completed treatment services on ____/____/_____. 5. <input type="checkbox"/> is expected to complete above DV/MH/SA treatment services or FP/FR activity on ____/____/_____. 6. <input type="checkbox"/> is recommended for an extension of the DV/MH/SA/FP activity until ____/____/_____.			
IV. CONCURRENT ACTIVITY (Evaluate participant's ability to participate in a concurrent activity every three (3) months from start date of treatment services. (Does not apply to FP/FR Providers) <input type="checkbox"/> DV participant is able to participate in another WtW activity in addition to above treatment services for _____ hours per week with a DV waiver of the Welfare-to-Work (WtW) program rules. <input type="checkbox"/> MH/SA participant is able to participate in another WtW activity in addition to above treatment services for _____ hours per week*. <i>*If the MH/SA participant is not able to participate for a total of 32/35 hours per week in WtW activities, he/she may be eligible for a medical exemption via the CW 61 and receive treatment services as an Exempt Volunteer.</i>			
Service Provider/Staff Person's Name:	Title:	Telephone No.: ()	Date:

GN 6008 (Rev. 05/2010)

Remember—we are here to help!

- Your local Resource and Referral (R&R) agency (see back of brochure) can give you referrals to licensed child care providers.
- Child care may be paid for your children up to age 13, or up to 18 if they have exceptional needs or are severely disabled. Contact your local child care agency (see back page).
- Payments will be made directly to your child care provider(s). The provider must return the completed invoice or *Provider Payment Request* form each month to the return address shown on the form.

Child Care Fraud Awareness Information

Providing misinformation or false statements to the County or to the Resource and Referral/Alternative Payment Program (R&R/APP) agencies may be cause for criminal prosecution and/or termination of paid child care services.

Licensing, Training, Related Information

If you or someone you know would like to provide child care, please call Community Care Licensing at (310) 337-4333 or (323) 981-3350, or your local R&R agency for licensing, training, resource, or related information. For more information, you may access the DPSS child care website at:

http://www.ladpss.org/dpss/child_care/

RESOURCE AND REFERRAL/ALTERNATIVE PAYMENT PROGRAM (R&R/APP) AGENCIES

The Los Angeles County Resource and Referral/Alternative Payment Program (R&R/APP) agencies that can help you with child care are listed below. The first ten agencies listed, designated with a double asterisk (**), are R&R agencies that also offer referral services to licensed child care providers.

- **Child Care Resource Center
Antelope Valley (661) 949-0615
San Fernando Valley (818) 717-1000
- **Pathways
Hollywood (213) 427-2700
- **Connections for Children
Santa Monica (310) 452-3202
- **Crystal Stairs
Los Angeles (323) 421-1038
- **Center for Community and Family Services
Compton/Paramount (310) 217-2800
- **Child Care Information Services
Pasadena (626) 449-8221
- **Mexican American Opportunity Foundation
Montebello (323) 890-9600
- **Children’s Home Society of California
Southern County (562) 256-7400
- **Options
Baldwin Park (626) 856-5900
- **Pomona Unified School District
Pomona (909) 397-4740
- Drew Child Development Corp.
South Los Angeles (310) 609-3885
- International Institute
Boyle Heights (323) 224-3800
- City of Norwalk
Norwalk (562) 462-1713

If you do not live in one of the above areas, you may call California Child Care R&R Network, Child Care Connection at (800) 543-7793 for a referral to the agency that serves your area.

ST1-32 Rev 10/09



County of Los Angeles
Department of Public
Social Services

CalWORKs Child Care Program

Are You Eligible?



CalWORKs may pay for child care while you are:

- in a County-approved welfare-to-work activity (GAIN, Cal-Learn, REP) including Domestic Violence, Mental Health, and/or Substance Abuse Services;
- in a County-approved school or training program, which may be an approved Self-Initiated Program (SIP);
- working, even if you're sanctioned or not in GAIN; and
- off CalWORKs in the last two years and you have low income.

CalWORKs may pay for child care provided at:

- licensed child care centers;
- licensed family child care homes;
- the homes of license-exempt neighbors, friends, relatives, or in the child's home; and
- school sites.

You can apply for child care over the phone or in person with:

- a Child Care Coordinator at your local DPSS office;
- your GAIN or Eligibility Worker;
- your local Los Angeles County Alternative Payment Program (APP) agencies' main offices (see back of brochure); and
- the Resource & Referral desk at your local DPSS office.

Child care eligibility shall be determined within 30 calendar days after you apply:

- If you qualify, your eligibility will be determined within 30 calendar days from the date we receive your verbal request or a completed CalWORKs Stage 1 Child Care Request (ST1-01).
- Your provider will be approved within 30 calendar days from the date the CalWORKs Stage 1 Child Care Participant-Provider Services Agreement (ST 1-05) was mailed or given to you. Written notices of approval or denial will be sent to you and your provider.
- Written notices will be sent to you and your provider ten days before any reduction or termination of child care benefits.

If you have unresolved child care issues:

- Call the toll-free DPSS Child Care Hotline at (877) CHILD99 or (877) 244-5399.
- Contact Legal Aid Foundation of Los Angeles at (800) 399-4529.
- Contact Neighborhood Legal Services of L. A. County at (800) 433-6251.

What else should you know?

- All child care providers must have a Social Security or Tax ID number.
- All child care providers must be at least 18 years old and not be part of your CalWORKs grant.

- If you select a license-exempt child care provider who is not the aunt, uncle, or grandparent of the child, he/she must be registered with Trustline before any payments for child care can be made. If the person passes Trustline, CalWORKs can pay the provider for up to the last 120 calendar days of care. If the provider does not pass Trustline, and you have the provider care for your child before you receive the Trustline results, you may have to pay the provider.
- Trustline is a statewide database of child care providers that have no disqualifying criminal convictions; registered providers must be fingerprinted and pass a criminal background check.
- You may select the type of care you feel is best suited for your children's needs.
- Remember to report any changes in your child care arrangements to your worker to avoid interruption of payments.
- If child care is the only type of benefit you are receiving, it does not count towards the CalWORKs 60-month lifetime cash aid limit.
- If you receive a Notice of Action about your child care and you disagree with the proposed action and cannot resolve it with your child care case worker, you may ask for a State Hearing by following the instructions on the back of the Notice of Action.



County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 • Fax (562) 908-0459



SHERYL L. SPILLER
Acting Director

PHIL ANSELL
Acting Chief Deputy Director

(Date)

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

Provider Name
Address
City

Reference: PA 1923 PA 1206
RE:
SSN/Case No.:

Dear Provider:

This is to inform you that the above referenced form:

A. is **accepted**, the participant is receiving CalWORKs.

B. is **rejected** for the following reason(s):

- PA 1923 - CalWORKs Treatment/Services Verification**
 - The individual is not eligible and/or not in the household.
 - Information is incomplete and/or illegible, unable to verify.
 - No active case and/or no case record found.
 - Case terminated effective: ____/____/____.
 - Case denied effective: ____/____/____.
 - Other: _____

- PA 1206 - Screening for Potential CalWORKs Eligibility** (Use For Family Reunification Program only).
 - Individual has no CalWORKs-eligible child(ren) in Los Angeles County.
 - The individual is not participating in the Family Reunification Program.
 - The individual is receiving CalWORKs (a PA 1923 should be sent instead).
 - Information is incomplete, unable to verify.
 - No record found.

Please note, although the PA 1923 has been accepted for participants who are part of the assistance unit (not CalWORKS-eligible due to being sanctioned by GAIN or Child Support Enforcement, timed-off, exempt, etc.), they must attend scheduled Appraisal Appointment(s), agree to participate in GAIN and meet the Welfare-to-Work (WtW) program rules, or agree to participate as an exempt volunteer.

Any questions regarding this letter should be directed to Emelita Mella at (818) 718-4277 or via email at: emelitamella@dpss.lacounty.gov.

Very truly yours,

Your Name
Your initials

Attachment(s)

"To Enrich Lives Through Effective And Caring Service"

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES

**GENERAL RELIEF
DOMESTIC VIOLENCE SERVICES REFERRAL**

GROW SITE:
CASE FIRST NAME:
CASE NUMBER:
YEAR OF BIRTH:
GCM/EW FILE NUMBER:
TELEPHONE NUMBER:

You have been scheduled for a supportive services appointment for:

- Domestic Violence Services

Please report to the facility at the date and time listed below.

FACILITY NAME/LOCATION	
DATE	TIME

**TO BE COMPLETED BY SERVICE PROVIDER FOR GROW PARTICIPANTS ONLY
(Complete and return by mail to GROW Case Manager within 10 business days)**

<input type="checkbox"/> PARTICIPANT FAILED TO SHOW FOR APPOINTMENT <input type="checkbox"/> PARTICIPANT SHOWED FOR APPOINTMENT <input type="checkbox"/> FURTHER SERVICES ARE NOT REQUIRED <input type="checkbox"/> TREATMENT BEGAN ON: _____ <input type="checkbox"/> EXPECTED DURATION: _____ <input type="checkbox"/> REQUIRED HOURS PER WEEK: _____	Domestic Violence Only Service Type (Circle) A = Case Management @ _____ hrs per wk B = Counseling @ _____ hrs per wk C = Legal Advocacy @ _____ hrs per wk D = Legal Services @ _____ hrs per wk E = Transitional Services @ _____ hrs per wk
--	--

OTHER INFORMATION:

CERTIFICATION: I CERTIFY THAT A RELEASE OF CONFIDENTIALITY FORM HAS BEEN SIGNED BY THE PARTICIPANT AND A COPY IS ON FILE.

SIGNED: _____

NAME OF PERSON COMPLETING FORM:	TITLE:	TELEPHONE NUMBER:	DATE:
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GROW CASE MANAGER:	TELEPHONE NUMBER:	DATE:
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ABP 1467 DVS 11/08

**GENERAL RELIEF OPPORTUNITIES FOR WORK
PROGRESS REPORT DVS**

GROW SITE:
DATE:
FIRST NAME:
YEAR OF BIRTH:
CASE NUMBER:

When receiving Domestic Violence services, you are required to have your Service Provider sign, and date the bottom of this form. Please bring or mail the required documentation to your GROW Case Manager on or before the due date, time, and location listed below. Thank you.

DUE DATE	TIME	LOCATION
----------	------	----------

If you do not return this form by the due date, your GR benefits may be terminated and you may receive a penalty. The first time you fail to comply without good cause, your GR benefits will be terminated and you can reapply immediately. The second time, you will be ineligible for 30 days. The third and any subsequent time, you will be ineligible for 60 days.

DOMESTIC VIOLENCE PROGRESS REPORT (Completed by the Service Provider)		
<input type="checkbox"/> The participant is progressing satisfactorily in his/her current assignment.		
<input type="checkbox"/> The participant is NOT progressing satisfactorily in his/her current assignment.		
PERSON COMPLETING FORM:	TITLE:	DATE:

GROW CASE MANAGER:	FILE NUMBER:	TELEPHONE NUMBER:
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ABP 1469 DVS
revised 11/08

CUSTOMER SERVICE QUESTIONNAIRE FY _____

CalWORKs GAIN/GROW/GR Domestic Violence Supportive Services Program

Your comments are valued. Please complete this questionnaire. You do not have to give your name.

➤ These questions are to rate the help you were given because, Los Angeles County funds these services and wants your opinion.

1. How would you rate the help you received?

Excellent____ Good____ Fair____ Poor____

2. How were you treated by the staff?

Excellent____ Good____ Fair____ Poor____

3. How fast did you receive the help you needed?

Very Fast____ Fast____ Not fast/not slow____ Slow____

4. How convenient were the hours/times that you were able to get help?

Very convenient____ Convenient____ Sort of convenient____ Inconvenient____

5. How convenient were the locations where you received services?

Very convenient____ Convenient____ Sort of convenient____ Inconvenient____

6. Was your safety plan helpful?

Very helpful____ Helpful____ Sort of helpful____ Unhelpful____

7. Did you receive help in the language you speak at home?

Always____ Mostly____ Sometimes____ Hardly____ Never____

8. Do you feel better about things now than before?

Very Positive____ Positive____ Okay____ Negative____

9. How could our program have helped you better?

10. Do you feel you received the help you needed? Yes____ No____

Comments:_____

11. Is there anything else you want to tell us?

Name (*optional*) _____

Date _____

If you have questions about this survey or want to talk to the County directly, you may call (562) 908-3530.

Mail to: DPSS Contract Management Division, Section IV, 12900 Crossroads Pkwy South, City of Industry, CA 91746

For Contractor Use Only

I have given this survey to _____ within 90 days of initial Intake and discharge along with a stamped self-addressed envelope. (**Contractor's Client File #**)

Contractor _____ Person Completing Form _____

Date _____

Note: Maintain a copy of this in the client file for monitoring purposes with the shaded section only completed.

Cuestionario Del Servicio Al Cliente FYs 2013-2016

Proveidos Por El Programa De Servicios De Violencia Domestica De CalWORKs

Favor de completar este cuestionario, sus comentarios son valiosos. Usted no tiene que dar su nombre. Estas preguntas son para calificar la ayuda que usted recibio, porque el Condado De Los Angeles proporciona los fondos para estos servicios y quiere su opinion.

Favor marqué con una “X” cada respuesta adecuada:

1. ¿Cómo calificaría la ayuda que recibió de esta agencia? Excelente____ Buena____
Regular (más o menos) _____ Pobre (mala)_____ Muy pobre(mala)_____
2. ¿Cómo le trató el personal de la agencia a usted?
Excelente____ Buena____ Regular (más o menos) _____ Pobre (mala)_____ Muy pobre (mala)_____
3. ¿Qué tan rápido recibió los servicios que usted solicitó?
Muy rápido____ Rápido____ Ni rápido/Ni lento____ Lento____ Muy lento_____
4. ¿Qué conveniente fueron las horas y veces que usted podía conseguir la ayuda?
Muy cómodo____ Conveniente____ Mas o menos conveniente____ Incómodo____ Muy incómodo_____
5. ¿Qué conveniente fueron los lugares donde usted recibio la ayuda?
Muy cómodo____ Conveniente____ Mas o menos conveniente____ Incómodo____ Muy incómodo_____
6. ¿Fue útil el Plan de Seguridad que usted recibió?
Muy útil____ Util____ Más o menos útil____ Inútil____ Muy inútil_____
7. ¿Le dieron la ayuda en el idioma que se habla en su hogar?
Siempre____ En su mayoría____ A veces____ Casi nunca_____
8. ¿Qué piensa acerca de su vida ahora, después de haber participado en este programa?
Muy positivo____ Positivo____ Bien____ Negativo____ Muy negativo_____
9. ¿ Como podria mejorar la ayuda que recibió?

10. ¿Piensa usted que recibió la ayuda que necesitaba? Sí _____ No _____

11. ¿Hay algo más que quiera decirnos?

Nombre (opcional) _____ **Fecha:** _____

Si usted tiene alguna pregunta acerca de este cuestionario o quiere hablar directamente al Condado, puede hablar al (562) 908-3530.

Por favor mande su formulario a esta dirección: DPSS Contract Management Division, Section IV, 12900 Pkwy South, City of Industry, CA 91746

For Contractor Use Only	
I have given this survey to _____ within 90 days of initial intake and discharge along with a stamped self-addressed envelope. (Contractor’s Client File #)	
Contractor _____	Person Completing Form _____
Date _____	

Note: Maintain a copy of this in the client file for monitoring purposes with the shaded section only

COUNTY OF LOS ANGELES
DOMESTIC VIOLENCE SUPPORTIVE SERVICES

OUTREACH SERVICES REPORT

MONTH _____, YEAR _____

Agency:	Contract #:
Agency Address:	
City:	Zip:
Coordinator:	Title:

Provide event details below:

Date	Type of Event	Location

Signature

Date

NOTE: Outreach services are defined in the Statement of Work Section 4.0 CASE MANAGEMENT SERVICES, Subsection 4.5 OUTREACH SERVICES. This form must be submitted with the monthly invoice.

Rev. 10.13.15

**DOMESTIC VIOLENCE SUPPORTIVE SERVICES PROGRAM
DPSS CALWORKS AND GROW/GR ORIENTATION/JOB CLUB PRESENTATION
TRACKING FORM**

FISCAL YEAR _____

Month _____, 201__

This form must be completed and submitted with the Contractor's monthly invoice to the Department of Public Social Services.

DV Contractor Name: _____

Complete address: _____

Phone Number: _____

Fax Number: _____

Agency Website: _____

Contractor Representative: _____

Title: _____

Phone Number: _____

Fax Number: _____

Representative Email Address: _____

Location, Date(s) and Time(s) of Orientation/Job Club Presentations:

Location: _____

Mon _____	Tues _____	Wed _____	Thu _____	Fri _____
AM/PM	AM/PM	AM/PM	AM/PM	AM/PM

Subject Matter Covered During Presentation:

Signature of Agency Representative

Date

NOTE: This form must be submitted with the monthly invoice.

Rev. 10.13.15

Domestic Violence Supportive Services Program			
Monthly Management Report			
Service Month:			
CONTRACTOR NAME:		CONTRACT #:	
AGENCY ADDRESS:		SUPERVISORIAL DISTRICT:	
SUBMITTED BY:	TITLE:	TELEPHONE #:	DATE:
I. CASE MANAGEMENT		# of	COMMENTS
1.	Number of Participants obtained through Reverse Referral		
2.	Number of Participants referred by DPSS		
3.	Number of Assessment completed		
4.	Number of Service Plans and Safety Plans completed within 30 days of assessment		
5.	Number of Participants referred to DPSS to participate in a concurrent WtW activity		
6.	Number of Participants making satisfactory progress		
7.	Number of Participants receiving DV Services (e.g., counseling, therapy, optional services)		
8.	Number of Children receiving Family Counseling.		
9.	Correction Action Plan progress (if the corrective action plan is more than 30 days)		
II. LEGAL SERVICES		# of	COMMENTS
1.	Number of Participants obtained through Reverse Referral		
2.	Number of participants referred by DPSS		
3.	Number of Assessment completed		
4.	Number of Legal Services plan completed		
5.	Number of Participants receiving DVSS Case Management Services at the time of Assessment		
6.	Number of Participatns reerred to a DVSS Case management contractor		
7.	Number of Participants receiving legal services (e.g., immigration, family law, other legal services)		
8.	Correction Action Plan progress (if the corrective action plan is more than 30 days)		
<p>NOTE: MMR is due no later than 15 days after the end of the Service Month. Please submit MMR to the County Contract Program Manager as listed in EXHIBIT E</p> <p>Rev. 10.13.15</p>			

COMPLAINT OF DISCRIMINATORY TREATMENT

TO: DEPARTMENT OF PUBLIC SOCIAL SERVICES
CIVIL RIGHTS SECTION
12860 CROSSROADS PARKWAY SOUTH
CITY OF INDUSTRY, CALIFORNIA 91746

CASE NAME: _____

CASE NUMBER: _____

I, _____, hereby file this complaint of discriminatory treatment
(Please print your name) and request that an investigation be conducted.

I believe I was discriminated against because of my:

<input type="checkbox"/> RACE	<input type="checkbox"/> DISABILITY	<input type="checkbox"/> ETHNIC GROUP IDENTIFICATION
<input type="checkbox"/> NATIONAL ORIGIN	<input type="checkbox"/> RELIGION	<input type="checkbox"/> SEX
<input type="checkbox"/> MARITAL STATUS	<input type="checkbox"/> AGE	<input type="checkbox"/> COLOR
<input type="checkbox"/> POLITICAL AFFILIATION	<input type="checkbox"/> SEXUAL ORIENTATION	<input type="checkbox"/> OTHER: _____

DATE OF OCCURRENCE: _____

NAME(S) AND TITLE(S) OF THE PERSON(S) WHO I BELIEVE DISCRIMINATED AGAINST ME:

THE ACTION, DECISION OR CONDITION WHICH CAUSED ME TO FILE THIS COMPLAINT IS AS FOLLOWS:

I WISH TO HAVE THE FOLLOWING CORRECTIVE ACTION TAKEN:

_____ **CONSENT GRANTED** – By initialing this option, I am authorizing the Department of Public Social Services, Civil Rights Section (CRS) to reveal my identity and other personal information to persons at the organization or institution under investigation and to other Federal and State agencies in accordance with applicable federal and state laws and regulations. I hereby authorize CRS to receive material and information including, but not limited to applications, case files, personal records, and medical records. The material and information shall be used for authorized civil rights compliance and enforcement activities. I understand that I am not required to authorize this release and I do so voluntarily.

_____ **CONSENT DENIED** – I do not give my consent for the release of my name or other personally identifying information. I understand that this complaint may not be investigated as a result of my refusal to give my consent for the release of information.

(SIGNATURE) (DATE) **ADDRESS:** _____

TELEPHONE: _____

PA – 607 (REVISED 06/11)

**COUNTY OF LOS ANGELES
DOMESTIC VIOLENCE SUPPORTIVE SERVICES**

LEGAL SERVICES WORKSHOP REPORT

For the Month of _____, 201_

Agency: _____ Contract #: _____

Agency Address: _____

City: _____ Zip: _____

Coordinator: _____ Title: _____

Date of Event: _____ Type of Event: _____

Start Time: _____ End Time: _____

Location: _____

Provide details below regarding participants who attended the event:

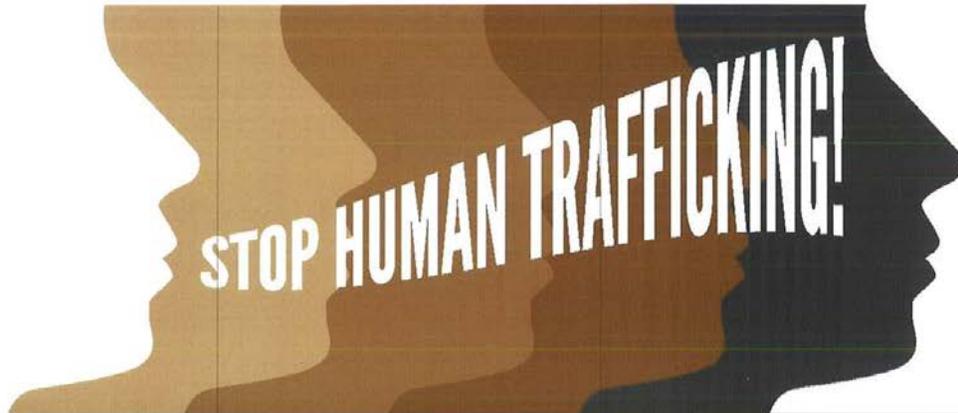
Participant First Initial of First Name	CalWORKs/GROW Case Number	Contractor's Participant Case Number

Signature

Date

NOTE: Legal Services Workshop services are defined in the Statement of Work Section 5.0 LEGAL SERVICES, Subsection 5.3 SERVICES. This form must be submitted with the monthly invoice along with supporting documentation to justify payment for legal services workshop.

Rev. 10.13.2015



If you or someone you know is being forced to engage in any activity and cannot leave -- whether it is commercial sex, housework, farm work, construction, factory, retail, or restaurant work, or any other activity - call the **National Human Trafficking Resource Center** at **1-888-373-7888** or the California Coalition to Abolish Slavery and Trafficking (CAST) at **1-888-KEY-2-FRE(EDOM)** or

Si a usted, o a alguien que conoce, lo están forzando a hacer algo y no lo dejan ir -- ya sea sexo por dinero, trabajo de casa, campo agrícola, construcción, fábrica, en una tienda minorista o restaurante, o cualquier otra actividad -- llame al **Centro Nacional de Recursos para la Trata de Personas** al **1-888-373-7888** o a la Coalición de California para Abolir la Esclavitud y la Trata de Personas (California Coalition to Abolish Slavery and Trafficking, CAST) al **1-888-KEY-2-FRE(EDOM)** o

如果您本人或您认识的人被迫从事任何活动且无法脱身 -- 无论是商业性交易、家务劳动、农场工作、建筑、工厂、零售、餐馆工作还是任何其他活动 -- 请打**电话给全美反人口贩运资源中心**，电话号码 **1-888-373-7888** 或打电话给加州废除奴役和人口贩运联盟 (California Coalition to Abolish Slavery and Trafficking, CAST)，电话号码 **1-888-KEY-2-FRE(EDOM)** 或，

1-888-539-2373

to access help and services. Victims of slavery and human trafficking are protected under United States and California law.

The hotlines are:

- Available 24 hours a day, 7 days a week.
- Toll-free.
- Operated by nonprofit, nongovernmental organizations.
- Anonymous and confidential.
- Accessible in more than 160 languages.
- Able to provide help, referral to services, training, and general information.

para obtener ayuda y servicios. Las víctimas de esclavitud y trata de personas están protegidas bajo las leyes de California y los Estados Unidos.

Las líneas de ayuda:

- Están disponibles las 24 del día, 7 días por semana.
- Son gratis.
- Están operadas por organizaciones no de gobierno y sin fines de lucro.
- Son anónimas y confidenciales.
- Prestan servicio en más de 160 idiomas.
- Pueden brindarle ayuda, remisión

获得帮助和服务。奴役和人口贩运受害者受美国和加州法律的保护。

热线电话：

- 每周七天、每天二十四小时开通；
- 免费；
- 由非营利、非政府组织运营；
- 匿名和保密；
- 可用160多种语言拨打；
- 能够提供帮助、转介服务、培训和一般信息。

DVSS Case Management Pricing Schedule
Los Angeles County Department of Public Social Services

Below are the rates of domestic violence services by service type. Service Providers will be required to provide brief, intensive domestic violence services designed to remove domestic violence barriers to employment.

<u>Service Description</u>	<u>Service Unit</u>	<u>Rates</u>
Assessment/Reassessment*	Per Assessment	\$110 flat rate
Service Plan*	Per Plan	\$80 flat rate
Safety Plan*	Per Plan	\$70 flat rate
Counseling Services	Per Participant (Individual)	\$85 per hour
	Family (Participant and child(ren))	\$110 per hour
Licensed Therapy Services**	Per Participant	\$125 per hour
Support Group Services	Per Participant	\$50 per hour
Life Skills Education-Individual	Per Participant	\$75 per hour
Life Skills Education-Group	Per Participant	\$50 per hour
DV Educational Class	Per Participant	\$50 per hour
Court Support/Restraining Order Services**	Per Participant	\$75 per hour
Shelter Bed Night Services***	Per Participant or Family of 4	\$75 per night (\$15 per night for each additional family member up to a maximum of \$150 per night)
Childcare/Youth Activity Services	Per Participant	\$18 per hour
Translator/Translation Services	Per Participant	Actual Cost
GAIN Orientation Presentation	Per Presentation	\$75 flat rate
Outreach Services	Per Event	\$75 flat rate, for a maximum of \$500 per month

* These services are to be provided to each participant prior to offering other services and will be paid only once within a 6-month period.

** Optional services; Licensed Therapy must be provided by LMFT, LCSW or Licensed Educational Psychologist. For example: Court Support/Restraining Order Services.

***Shelter Services are for CalWORKs Participants only.

Example: The following is the basic level of services that may be provided to a domestic violence participant:

<u>1 CalWORKs Participant</u>	<u>1st Month</u>	<u>2nd Month</u>	<u>3rd Month</u>	<u>Over a 3-mo period, the participant would have received</u>
1 assessment	\$ 110.00	\$ 0.00	\$ 0.00	\$ 110.00
1 service plan	\$ 80.00	\$ 0.00	\$ 0.00	\$ 80.00
1 safety plan	\$ 70.00	\$ 0.00	\$ 0.00	\$ 70.00
2 counseling session	\$ 0.00	\$ 85.00	\$ 85.00	\$ 170.00
2 licensed therapy session	\$ 0.00	\$ 125.00	\$ 125.00	\$ 250.00
4 Support Group sessions	\$ 0.00	\$ 50.00	\$ 150.00	\$ 200.00
4 Life Skills Education	\$ 0.00	\$ 100.00	\$ 100.00	\$ 200.00
4 DV Educational class	\$ 0.00	\$ 100.00	\$ 100.00	\$ 200.00
Total	\$ 260.00	\$ 460.00	\$ 560.00	\$ 1,280.00

CASE MANAGEMENT SERVICES SAMPLE SUPPLEMENTAL INVOICE FORMAT

DOMESTIC VIOLENCE SUPPORTIVE SERVICES SUPPLEMENTAL CASE MANAGEMENT INVOICE												
CONTRACTOR NAME: _____ ADDRESS: _____ CONTRACT NUMBER: _____ CONTRACT PERIOD: _____ SUPERVISORIAL DISTRICT: _____										Select One: <input type="checkbox"/> CalWORKs and GAIN Participants <input type="checkbox"/> GR Participants <input type="checkbox"/> GROW Participants		FY: _____ SERVICE MONTH/YR _____ FY CONTRACT MAXIMUM: \$ _____ YTD EXPENDITURES: \$ _____
QUARTERS	1st Qtr.			2nd Qtr.			3rd Qtr.			4th Qtr.		
Maximum Billing Per Qtr.												
Month/YR	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Amount Billed												
Amount Paid												
Total Paid for Quarter	\$0.00			\$0.00			\$0.00			\$0.00		
Unpaid Billing Over Quarterly Cap	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
											Amount Paid FY 16-17	\$0.00
											Supplemental Amount Available FY 16-17	\$0.00
TOTAL SUPPLEMENTAL INVOICE	SERVICE M/ YR	AMOUNT :	SERVICE M/ YR	AMOUNT	SERVICE M/ YR	AMOUNT	SERVICE M/YR	AMOUNT	SERVICE M/YR	AMOUNT	SERVICE M/YR	AMOUNT
												\$0.00
Contractor's Authorized Representative's Signature: _____ Date: _____ Name and Title of Person Completing this form: _____ Telephone Number: _____												
DPSS ONLY	CMD APPROVAL		_____ County Contract Administrator _____ Supervising County Contract Administrator				_____ Date: _____ Date:		FMD APPROVAL	Fiscal Operations Division		

DVSS Legal Services Pricing Schedule
Los Angeles County Department of Public Social Services

Below are the rates for domestic violence legal services by service type and by personnel. Contractor shall ensure services assist Participants in removing barriers to employment, meeting service plan objectives, and achieving successful outcomes.

<u>Service Description</u>	<u>Service Unit</u>	<u>Para Professional Hourly Rates</u>	<u>Attorney Hourly Rates</u>	<u>Flat Rate</u>
Assessment and Development of Service Plan	Per Participant	---	---	\$200
Family Law	Per Hour	\$80	\$135	---
Restraining Order	Per Hour	\$80	\$135	---
Immigration Law	Per Hour	\$80	\$135	---
Benefits Access Assistance/Advocacy	Per Hour	\$80	\$135	---
Other Legal Assistance	Per Hour	\$80	\$135	---
Translator/ Translation Services	Per Participant	Actual Cost		
Legal Services Group Workshop	Per Session	---	---	\$50

LEGAL SERVICES SAMPLE SUPPLEMENTAL INVOICE FORMAT

DOMESTIC VIOLENCE SUPPORTIVE SERVICES SUPPLEMENTAL LEGAL SERVICES INVOICE														
CONTRACTOR NAME: _____				Select One: <input type="checkbox"/> CalWORKs and GAIN Participants <input type="checkbox"/> GR Participants <input type="checkbox"/> GROW Participants				FY: _____		SERVICE MONTH/YR _____				
ADDRESS: _____								FY CONTRACT MAXIMUM: \$ _____		YTD EXPENDITURES: \$ _____				
CONTRACT NUMBER: _____														
CONTRACT PERIOD: _____														
SUPERVISORIAL DISTRICT: _____														
SEMI ANNUAL BILLING	1st Semi-Annual Billing						2nd Semi-Annual							
Maximum Billing Per Qtr.														
Month/YR	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17		
Amount Billed														
Amount Paid														
Semi-Annual Total							\$0.00							\$0.00
Unpaid Billing Over Semi Annual Cap	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
											Amount Paid FY 16-17	\$0.00		
											Supplemental Amount Available FY 16-17		\$0.00	
TOTAL SUPPLEMENTAL INVOICE	SERVICE M/ YR	AMOUNT :	SERVICE M/ YR	AMOUNT	SERVICE M/ YR	AMOUNT	SERVICE M/YR	AMOUNT	SERVICE M/YR	AMOUNT				
											\$0.00			
Contractor's Authorized Representative's Signature: _____ Date: _____														
Name and Title of Person Completing this form: _____														
Telephone Number: _____														
DPSS ONLY	CMD APPROVAL	County Contract Administrator				Date: _____		FMD APPROVAL	Fiscal Operations Division					
		Supervising County Contract Administrator				Date: _____								

CONTRACTOR'S ANNUAL BUDGET

ANNUAL CONTRACT BUDGET SUMMARY			
PROJECT NAME:	DOMESTIC VIOLENCE SUPPORTIVE SERVICES		
CONTRACTOR:			
FISCAL YEAR:	July 1, 2016 - June 30, 2017		
SERVICE CATEGORY: (Check one)	<input type="checkbox"/> Case Management		
	<input type="checkbox"/> Legal Services		
	SUPERVISORIAL DISTRICT: (Check One)		
TYPE OF PARTICIPANT	<input type="checkbox"/> CalWORKs	<input type="checkbox"/> First	<input type="checkbox"/> Fourth
TO BE SERVED:	<input type="checkbox"/> GR	<input type="checkbox"/> Second	<input type="checkbox"/> Fifth
(Check one)	<input type="checkbox"/> GROW	<input type="checkbox"/> Third	
NOTE: A separate Line-Item Budget must be submitted for each type of participant to be served.			
CONTRACT PERIOD:	July 1, 2016 - June 30, 2019		
CONTACT PERSON:			
TITLE:			
PHONE NUMBER:			
	Case Management		Legal Services
	Annual		Annual
	Total		Total
CASE MANAGEMENT		LEGAL SERVICES	
	a		a
OUTREACH ACTIVITY			
	b		
TOTAL			
	c = a + b		

ANNUAL CONTRACT BUDGET LINE ITEM BUDGET			
PROJECT NAME:		DOMESTIC VIOLENCE SUPPORTIVE SERVICES	
CONTRACTOR:			
FISCAL YEAR:		July 1, 2016 - June 30, 2017	
SERVICE CATEGORY: (Check one)		<input type="checkbox"/> Case Management	TYPE OF PARTICIPANT
		<input checked="" type="checkbox"/> Legal Services	<input type="checkbox"/> CalWORKs
			<input type="checkbox"/> GR
			<input type="checkbox"/> GROW
SUPERVISORIAL DISTRICT: (Check one) <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third <input type="checkbox"/> Fourth <input type="checkbox"/> Fifth			
CONTRACT PERIOD:		July 1, 2016 - June 30, 2019	
DIRECT COSTS ¹			
			12-Month Cost
Staff (Personnel Schedule A)			
Salaries		a	
Benefits		b	
Total		c = a + b	
Operating Costs			
Computer, Printer & Software ²		f	
Equipment		g	
Maintenance		h	
Mileage (\$0.54 per mile x estimated mileage) ³		i	
Office Supplies		j	
Postage		k	
Printing		l	
Legal Fees		m	
Rent		n	
Utilities		o	
Telephone		p	
Dues & Memberships		q	
Licenses/Permits/Fees		r	
Consultants/Professional fees		s	
Liability & other insurance		t	
Rent/storage		u	
Personnel Advertising		v	
Conferences/Meetings		w	
Staff Training		x	
Outreach		y	
Total		z = add f thru y	
Total Direct Costs		aa = c + z	
INDIRECT COSTS			
Indirect Costs (rate = _____ %)			
(If the rate is 10% or higher, attach a current approval letter for the Indirect Cost Rate Proposal)			
TOTAL			
Footnotes			
¹ All costs must be necessary, reasonable, and justifiable. Include only costs that apply to Domestic Violence Supportive Services.			
² DPSS prior approval is required for purchase of any Information Technology (IT) equipment. Attach EDP Equipment Schedule and Justification Form.			
³ Maximum mileage is the County's rate. Excludes driving between home and primary work location.			

ANNUAL EDP EQUIPMENT SCHEDULE			
PROJECT NAME:	DOMESTIC VIOLENCE SUPPORTIVE SERVICES		
CONTRACTOR:			
FISCAL YEAR:	July 1, 2016 - June 30, 2017		
SERVICE CATEGORY: (Check one)	<input type="checkbox"/> Case Management	TYPE OF PARTICIPANT TO BE SERVED: (Check one)	
	<input type="checkbox"/> Legal Services		
		<input type="checkbox"/> GR	
		<input type="checkbox"/> GROW	
SUPERVISORIAL DISTRICT: (Check one) <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third <input type="checkbox"/> Fourth <input type="checkbox"/> Fifth			
CONTRACT PERIOD:	July 1, 2016 - June 30, 2019		
Description¹	Quantity	Unit Cost²	Total Cost
TOTAL			
DPSS Approval or Denial (Circle one)			
Name	_____		Remark
Signature	_____		
Title:	_____		
Date:	_____		
Footnotes			
¹ The cost must be reasonable and necessary for proper and efficient performance and administration of the project.			
² EDP equipment over \$5,000 per item is not allowed.			

ANNUAL BUDGET NARRATIVE

Complete a budget narrative for each separate line item in the budget.

PROJECT NAME: DOMESTIC VIOLENCE SUPPORTIVE SERVICES
CONTRACTOR: _____
FISCAL YEAR: July 1, 2016 - June 30, 2017
CONTRACT PERIOD: July 1, 2016 - June 30, 2019

Administrative Staff Salaries		
Benefits		
Direct Staff Salaries		
Benefits		
Operating Costs		
EDP		
Equipment		
Maintenance		
Mileage		
Office Supplies		
Postage		
Printing		
Legal Fees		
Rent		
Utilities		
Telephone		
Dues and Memberships		
Licenses, permits, fees		
Consultants/Professional Fees		
Liability and other Insurance		
Rent/Storage		
Personnel Advertising		
Conferences/Meetings		
Staff Training		
Indirect Cost		
	Annual Total Operating Costs	

ANNUAL OUTREACH ACTIVITY BUDGET			
PROJECT NAME:	DOMESTIC VIOLENCE SUPPORTIVE SERVICES		
CONTRACTOR:			
FISCAL YEAR:	July 1, 2016 - June 30, 2017		
SERVICE CATEGORY:	<input type="checkbox"/> Case Management <input type="checkbox"/> Legal Services		
(Check one)			
TYPE OF PARTICIPANT TO BE SERVED:	<input type="checkbox"/> CalWORKs <input type="checkbox"/> GR <input type="checkbox"/> GROW		
(Check one)			
SUPERVISORIAL DISTRICT:	(Check one) <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third <input type="checkbox"/> Fourth <input type="checkbox"/> Fifth		
CONTRACT PERIOD:	July 1, 2016 - June 30, 2019		
List Types of Events	Fixed Fee For Events	Estimated Number of Events Per Year	Budget Per Type of Event
	A	B	A X B = C
Outreach	\$ 75.00		
		TOTAL BUDGET	

ANNUAL CONTRACT BUDGET SUMMARY			
PROJECT NAME:	DOMESTIC VIOLENCE SUPPORTIVE SERVICES		
CONTRACTOR:			
FISCAL YEAR:	July 1, 2017 - June 30, 2018		
SERVICE CATEGORY: (Check one)	<input type="checkbox"/> Case Management		
	<input type="checkbox"/> Legal Services		
	SUPERVISORIAL DISTRICT: (Check One)		
TYPE OF PARTICIPANT	<input type="checkbox"/> CalWORKs	<input type="checkbox"/> First	<input type="checkbox"/> Fourth
TO BE SERVED:	<input type="checkbox"/> GR	<input type="checkbox"/> Second	<input type="checkbox"/> Fifth
(Check one)	<input type="checkbox"/> GROW	<input type="checkbox"/> Third	
NOTE: A separate Line-Item Budget must be submitted for each type of participant to be served.			
CONTRACT PERIOD:	July 1, 2016 - June 30, 2019		
CONTACT PERSON:			
TITLE:			
PHONE NUMBER:			
	Case Management		Legal Services
	Annual		Annual
	Total		Total
CASE MANAGEMENT		LEGAL SERVICES	
a		a	
OUTREACH ACTIVITY			
b			
TOTAL			
c = a + b			

ANNUAL CONTRACT BUDGET LINE ITEM BUDGET			
PROJECT NAME:		DOMESTIC VIOLENCE SUPPORTIVE SERVICES	
CONTRACTOR:			
FISCAL YEAR:		July 1, 2017 - June 30, 2018	
SERVICE CATEGORY: (Check one)		TYPE OF PARTICIPANT TO BE SERVED: (Check one)	
<input type="checkbox"/> Case Management		<input type="checkbox"/> CaIWORKs	
<input checked="" type="checkbox"/> Legal Services		<input type="checkbox"/> GR	
		<input type="checkbox"/> GROW	
SUPERVISORIAL DISTRICT: (Check one) <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third <input type="checkbox"/> Fourth <input type="checkbox"/> Fifth			
CONTRACT PERIOD:		July 1, 2016 - June 30, 2019	
DIRECT COSTS ¹			
			12-Month Cost
Staff (Personnel Schedule A)			
Salaries		a	
Benefits		b	
Total		c = a + b	
Operating Costs			
Computer, Printer & Software ²		f	
Equipment		g	
Maintenance		h	
Mileage (\$0.54 per mile x estimated mileage) ³		i	
Office Supplies		j	
Postage		k	
Printing		l	
Legal Fees		m	
Rent		n	
Utilities		o	
Telephone		p	
Dues & Memberships		q	
Licenses/Permits/Fees		r	
Consultants/Professional fees		s	
Liability & other insurance		t	
Rent/storage		u	
Personnel Advertising		v	
Conferences/Meetings		w	
Staff Training		x	
Outreach		y	
Total		z = add f thru y	
Total Direct Costs		aa = c + z	
INDIRECT COSTS			
Indirect Costs (rate = _____ %)			
(If the rate is 10% or higher, attach a current approval letter for the Indirect Cost Rate Proposal)			
TOTAL			
Footnotes			
¹ All costs must be necessary, reasonable, and justifiable. Include only costs that apply to Domestic Violence Supportive Services.			
² DPSS prior approval is required for purchase of any Information Technology (IT) equipment. Attach EDP Equipment Schedule and Justification Form.			
³ Maximum mileage is the County's rate. Excludes driving between home and primary work location.			

ANNUAL EDP EQUIPMENT SCHEDULE			
PROJECT NAME:	DOMESTIC VIOLENCE SUPPORTIVE SERVICES		
CONTRACTOR:			
FISCAL YEAR:	July 1, 2017 - June 30, 2018		
SERVICE CATEGORY: (Check one)	<input type="checkbox"/> Case Management	TYPE OF PARTICIPANT TO BE SERVED: (Check one)	<input type="checkbox"/> CalWORKs
	<input type="checkbox"/> Legal Services		<input type="checkbox"/> GR <input type="checkbox"/> GROW
SUPERVISORIAL DISTRICT: (Check one) <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third <input type="checkbox"/> Fourth <input type="checkbox"/> Fifth			
CONTRACT PERIOD:	July 1, 2016 - June 30, 2019		
Description ¹	Quantity	Unit Cost ²	Total Cost
TOTAL			
DPSS Approval or Denial (Circle one)			
Name	_____		Remark
Signature	_____		
Title:	_____		
Date:	_____		
Footnotes			
¹ The cost must be reasonable and necessary for proper and efficient performance and administration of the project.			
² EDP equipment over \$5,000 per item is not allowed.			

ANNUAL BUDGET NARRATIVE

Complete a budget narrative for each separate line item in the budget.

PROJECT NAME: DOMESTIC VIOLENCE SUPPORTIVE SERVICES

CONTRACTOR: _____

FISCAL YEAR: July 1, 2017 - June 30, 2018

CONTRACT PERIOD: July 1, 2016 - June 30, 2019

Administrative Staff Salaries		
Benefits		
Direct Staff Salaries		
Benefits		
Operating Costs		
EDP		
Equipment		
Maintenance		
Mileage		
Office Supplies		
Postage		
Printing		
Legal Fees		
Rent		
Utilities		
Telephone		
Dues and Memberships		
Licenses, permits, fees		
Consultants/Professional Fees		
Liability and other Insurance		
Rent/Storage		
Personnel Advertising		
Conferences/Meetings		
Staff Training		
Indirect Cost		
	Annual Total Operating Costs	

ANNUAL OUTREACH ACTIVITY BUDGET			
PROJECT NAME:	DOMESTIC VIOLENCE SUPPORTIVE SERVICES		
CONTRACTOR:			
FISCAL YEAR:	July 1, 2017 - June 30, 2018		
SERVICE CATEGORY: (Check one)	<input type="checkbox"/> Case Management <input checked="" type="checkbox"/> Legal Services		
TYPE OF PARTICIPANT TO BE SERVED: (Check one)	<input type="checkbox"/> CalWORKs <input type="checkbox"/> GR <input type="checkbox"/> GROW		
SUPERVISORIAL DISTRICT:	(Check one) <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third <input type="checkbox"/> Fourth <input type="checkbox"/> Fifth		
CONTRACT PERIOD:	July 1, 2016 - June 30, 2019		
List Types of Events	Fixed Fee For Events	Estimated Number of Events Per Year	Budget Per Type of Event
	A	B	A X B = C
Outreach	\$ 75.00		
		TOTAL BUDGET	

ANNUAL CONTRACT BUDGET SUMMARY			
PROJECT NAME:	DOMESTIC VIOLENCE SUPPORTIVE SERVICES		
CONTRACTOR:			
FISCAL YEAR:	July 1, 2018 - June 30, 2019		
SERVICE CATEGORY: (Check one)	<input type="checkbox"/> Case Management		
	<input type="checkbox"/> Legal Services		
	SUPERVISORIAL DISTRICT: (Check One)		
TYPE OF PARTICIPANT TO BE SERVED: (Check one)	<input type="checkbox"/> CalWORKs	<input type="checkbox"/> First	<input type="checkbox"/> Fourth
	<input type="checkbox"/> GR	<input type="checkbox"/> Second	<input type="checkbox"/> Fifth
	<input type="checkbox"/> GROW	<input type="checkbox"/> Third	
NOTE: A separate Line-Item Budget must be submitted for each type of participant to be served.			
CONTRACT PERIOD:	July 1, 2016 - June 30, 2019		
CONTACT PERSON:			
TITLE:			
PHONE NUMBER:			
	Case Management Annual Total		Legal Services Annual Total
CASE MANAGEMENT		LEGAL SERVICES	
	a	a	
OUTREACH ACTIVITY			
	b		
TOTAL			
	c = a + b		

ANNUAL CONTRACT BUDGET LINE ITEM BUDGET			
PROJECT NAME:		DOMESTIC VIOLENCE SUPPORTIVE SERVICES	
CONTRACTOR:			
FISCAL YEAR:		July 1, 2018 - June 30, 2019	
SERVICE CATEGORY: (Check one)		<input type="checkbox"/> Case Management	TYPE OF PARTICIPANT TO BE SERVED: (Check one)
		<input type="checkbox"/> Legal Services	<input type="checkbox"/> CaIWORKs
			<input type="checkbox"/> GR
			<input type="checkbox"/> GROW
SUPERVISORIAL DISTRICT: (Check one) <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third <input type="checkbox"/> Fourth <input type="checkbox"/> Fifth			
CONTRACT PERIOD:		July 1, 2016 - June 30, 2019	
DIRECT COSTS ¹			
			12-Month Cost
Staff (Personnel Schedule A)			
Salaries		a	
Benefits		b	
Total		c = a + b	
Operating Costs			
Computer, Printer & Software ²		f	
Equipment		g	
Maintenance		h	
Mileage (\$0.54 per mile x estimated mileage) ³		i	
Office Supplies		j	
Postage		k	
Printing		l	
Legal Fees		m	
Rent		n	
Utilities		o	
Telephone		p	
Dues & Memberships		q	
Licenses/Permits/Fees		r	
Consultants/Professional fees		s	
Liability & other insurance		t	
Rent/storage		u	
Personnel Advertising		v	
Conferences/Meetings		w	
Staff Training		x	
Outreach		y	
Total		z = add f thru y	
Total Direct Costs		aa = c + z	
INDIRECT COSTS			
Indirect Costs (rate = _____%)			
(If the rate is 10% or higher, attach a current approval letter for the Indirect Cost Rate Proposal)			
TOTAL			
Footnotes			
¹ All costs must be necessary, reasonable, and justifiable. Include only costs that apply to Domestic Violence Supportive Services.			
² DPSS prior approval is required for purchase of any Information Technology (IT) equipment. Attach EDP Equipment Schedule and Justification Form.			
³ Maximum mileage is the County's rate. Excludes driving between home and primary work location.			

ANNUAL BUDGET NARRATIVE

Complete a budget narrative for each separate line item in the budget.

PROJECT NAME: DOMESTIC VIOLENCE SUPPORTIVE SERVICES
CONTRACTOR: _____
FISCAL YEAR: July 1, 2018 - June 30, 2019
CONTRACT PERIOD: July 1, 2016 - June 30, 2019

Administrative Staff Salaries		
Benefits		
Direct Staff Salaries		
Benefits		
Operating Costs		
EDP		
Equipment		
Maintenance		
Mileage		
Office Supplies		
Postage		
Printing		
Legal Fees		
Rent		
Utilities		
Telephone		
Dues and Memberships		
Licenses, permits, fees		
Consultants/Professional Fees		
Liability and other Insurance		
Rent/Storage		
Personnel Advertising		
Conferences/Meetings		
Staff Training		
Indirect Cost		
	Annual Total Operating Costs	

ANNUAL OUTREACH ACTIVITY BUDGET			
PROJECT NAME:	DOMESTIC VIOLENCE SUPPORTIVE SERVICES		
CONTRACTOR:			
FISCAL YEAR:	July 1, 2018 - June 30, 2019		
SERVICE CATEGORY: (Check one)	<input type="checkbox"/> Case Management <input checked="" type="checkbox"/> Legal Services		
TYPE OF PARTICIPANT TO BE SERVED: (Check one)	<input type="checkbox"/> CalWORKs <input type="checkbox"/> GR <input type="checkbox"/> GROW		
SUPERVISORIAL DISTRICT:	(Check one) <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third <input type="checkbox"/> Fourth <input type="checkbox"/> Fifth		
CONTRACT PERIOD:	July 1, 2016 - June 30, 2019		
List Types of Events	Fixed Fee For Events	Estimated Number of Events Per Year	Budget Per Type of Event
	A	B	A X B = C
Outreach	\$ 75.00		
		TOTAL BUDGET	

COUNTY'S ADMINISTRATION

CONTRACT NO. _____

COUNTY CONTRACT DIRECTOR:

Name: _____
Title: _____
Address: _____
Telephone: _____ Facsimile: _____
E-Mail Address: _____

COUNTY SUPERVISING COUNTY CONTRACT ADMINISTRATOR:

Name: _____
Title: _____
Address: _____
Telephone: _____ Facsimile: _____
E-Mail Address: _____

COUNTY CONTRACT ADMINISTRATOR (MONITORING):

Name: _____
Title: _____
Address: _____
Telephone: _____ Facsimile: _____
E-Mail Address: _____

COUNTY CONTRACT ADMINISTRATOR (INVOICING):

Name: _____
Title: _____
Address: _____
Telephone: _____ Facsimile: _____
E-Mail Address: _____

COUNTY CONTRACT PROGRAM MANAGER

Name: _____
Title: _____
Address: _____
Telephone: _____ Facsimile: _____ E-Mail Address: _____

CONTRACT PROGRAM MONITOR

Name: _____
Title: _____
Address: _____
Telephone: _____ Facsimile: _____
E-Mail Address: _____

CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S NAME: _____

CONTRACT NO. _____

CONTRACTOR'S PROJECTMANAGER:

Name: _____

Title: _____

Address: _____

Telephone: _____ Facsimile: _____

E-Mail Address: _____

CONTRACTOR'S AUTHORIZED OFFICIAL(S)

Name: _____

Title: _____

Address: _____

Telephone: _____ Facsimile: _____

E-Mail Address: _____

Name: _____

Title: _____

Address: _____

Telephone: _____ Facsimile: _____

E-Mail Address: _____

Notices to Contractor shall be sent to the following address:

Name: _____

Title: _____

Address: _____

Telephone: _____ Facsimile: _____

E-Mail Address: _____

CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

(Note: This certification is to be executed and returned to County with Contractor's executed Work Order. Work cannot begin on the Work Order until County receives this executed document.)

Contractor Name _____

Contract No. _____

GENERAL INFORMATION:

The Contractor referenced above has entered into a Master Agreement with the County of Los Angeles to provide certain services to the County. The County requires the Corporation to sign this Contractor Acknowledgement and Confidentiality Agreement.

CONTRACTOR ACKNOWLEDGEMENT:

Contractor understands and agrees that the Contractor employees, consultants, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced Master Agreement.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced Master Agreement. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

CONFIDENTIALITY AGREEMENT:

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Master Agreement between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-referenced Master Agreement. Contractor and Contractor's Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor's Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor's Staff shall keep such information confidential.

Contractor and Contractor's Staff agree to report any and all violations of this contract by Contractor and Contractor's Staff and/or by any other person of whom Contractor and Contractor's Staff become aware.

Contractor and Contractor's Staff acknowledge that violation of this contract may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: _____

DATE: ____/____/____

PRINTED NAME: _____

POSITION: _____

**CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY
AGREEMENT**

(Note: Contractor shall ensure that this certification is executed and placed in Contractor's Employee's Personnel Profile prior to executing Contract. Document must be provided to the County upon request. Work by the employee cannot begin on the Contract until this document is executed.)

Contractor Name _____ Employee Name _____

Contract No. _____

GENERAL INFORMATION:

Your employer referenced above has entered into a Master Agreement with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Employee Acknowledgement and Confidentiality Agreement.

EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced Master Agreement. I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced Master Agreement.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced Master Agreement. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced Master Agreement is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future Master Agreement.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this contract as a condition of my work to be provided by my employer for the County. I have read this contract and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Master Agreement between my employer and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to my immediate supervisor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to or by me under the above-referenced Master Agreement. I agree to protect these confidential materials against disclosure to other than my employer or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I shall keep such information confidential.

I agree to report to my immediate supervisor any and all violations of this contract by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to my immediate supervisor upon completion of this Master Agreement or termination of my employment with my employer, whichever occurs first.

SIGNATURE: _____ DATE: ____/____/____

PRINTED NAME: _____

POSITION: _____

CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

(Note: Contractor shall ensure that this certification is executed and placed in Contractor's Non-Employee's Personnel Profile prior to executing Contract. Document must be provided to the County upon request. Work by the employee cannot begin on the Contract until this document is executed.)

Contractor Name _____ Non-Employee Name _____

Work Order No. _____ County Master Agreement No. _____

GENERAL INFORMATION:

The Contractor referenced above has entered into a Master Agreement with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Non-Employee Acknowledgement and Confidentiality Agreement.

NON-EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above has exclusive control for purposes of the above-referenced Master Agreement. I understand and agree that I must rely exclusively upon the Contractor referenced above for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced Master Agreement.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced Master Agreement. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced Master Agreement is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation shall result in my immediate release from performance under this and/or any future Master Agreement.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this contract as a condition of my work to be provided by the above-referenced Contractor for the County. I have read this contract and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced Master Agreement between the above-referenced Contractor and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to the above-referenced Contractor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information, and all other original materials produced, created, or provided to or by me under the above-referenced Master Agreement. I agree to protect these confidential materials against disclosure to other than the above-referenced Contractor or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me, I shall keep such information confidential.

I agree to report to the above-referenced Contractor any and all violations of this contract by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to the above-referenced Contractor upon completion of this Master Agreement or termination of my services hereunder, whichever occurs first.

SIGNATURE: _____ DATE: ____/____/____

PRINTED NAME: _____

POSITION: _____

Title 2 ADMINISTRATION
Chapter 2.203.010 through 2.203.090
CONTRACTOR EMPLOYEE JURY SERVICE

203.010 Findings.

The board of supervisors makes the following findings. The county of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the county of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the county of Los Angeles has determined that it is appropriate to require that the businesses with which the county contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002)

2.203.020 Definitions.

The following definitions shall be applicable to this chapter:

- A. "Contractor" means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more such contracts or subcontracts.
- B. "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.
- C. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:
 - 1. A contract where the board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or
 - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or
 - 3. A purchase made through a state or federal contract; or
 - 4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or
 - 5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or
 - 6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or
 - 7. A non-agreement purchase with a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or
 - 8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.

- D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:
1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or
 2. The contractor has a long-standing practice that defines the lesser number of hours as full time.
- E. "County" means the county of Los Angeles or any public entities for which the board of supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.030 Applicability.

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002)

2.203.040 Contractor Jury Service Policy.

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002)

2.203.050 Other Provisions.

- A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.
- B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

2.203.060 Enforcement and Remedies.

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the board of supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002).

2.203.070. Exceptions.

- A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.
- B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.
- C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:
 - 1. Has ten or fewer employees during the contract period; and,
 - 2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than \$500,000; and,
 - 3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

“Dominant in its field of operation” means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed \$500,000.

“Affiliate or subsidiary of a business dominant in its field of operation” means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

2.203.090. Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002)

CERTIFICATION OF NO CONFLICT OF INTEREST

The Los Angeles County Code, Section 2.180.010, provides as follows:

CONTRACTS PROHIBITED

Notwithstanding any other section of this Code, the County shall not contract with, and shall reject any proposals submitted by, the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

- 1. Employees of the County or of public agencies for which the Board of Supervisors is the governing body;**
- 2. Profit-making firms or businesses in which employees described in number 1 serve as officers, principals, partners, or major shareholders;**
- 3. Persons who, within the immediately preceding 12 months, came within the provisions of number 1, and who:**
 - a. Were employed in positions of substantial responsibility in the area of service to be performed by the contract; or**
 - b. Participated in any way in developing the contract or its service specifications; and**
- 4. Profit-making firms or businesses in which the former employees, described in number 3, serve as officers, principals, partners, or major shareholders.**

Contracts submitted to the Board of Supervisors for approval or ratification shall be accompanied by an assurance by the submitting department, district or agency that the provisions of this section have not been violated.

Contractor Name

Contractor Official Title

Official's Signature

CONTRACTOR'S EEO CERTIFICATION

Company Name

Address

Internal Revenue Service Employer Identification Number

GENERAL

In accordance with provisions of the County Code of the County of Los Angeles, the Vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

CERTIFICATION	YES	NO
1. Proposer has written policy statement prohibiting discrimination in all phases of employment.	()	()
2. Proposer or periodically conducts a self-analysis or utilization analysis of its work force.	()	()
3. Proposer has a system for determining if its employment practices are discriminatory against protected groups.	()	()
4. When areas are identified in employment practices, Proposer has a system for taking reasonable corrective action to include establishment of goal and/or timetables.	()	()

Signature Date

Name and Title of Signer (please print)

INTERNAL REVENUE SERVICE NOTICE 1015



Department of the Treasury
Internal Revenue Service

Notice 1015

(Rev. December 2011)

Have You Told Your Employees About the Earned Income Credit (EIC)?

What is the EIC?

The EIC is a refundable tax credit for certain workers.

Which Employees Must I Notify About the EIC?

You must notify each employee who worked for you at any time during the year and from whom you did not withhold income tax. However, you do not have to notify any employee who claimed exemption from withholding on Form W-4, Employee's Withholding Allowance Certificate.

Note. You are encouraged to notify each employee whose wages for 2011 are less than \$49,078 that he or she may be eligible for the EIC.

How and When Must I Notify My Employees?

You must give the employee one of the following:

- The IRS Form W-2, Wage and Tax Statement, which has the required information about the EIC on the back of Copy B.
- A substitute Form W-2 with the same EIC information on the back of the employee's copy that is on Copy B of the IRS Form W-2.
- Notice 797, Possible Federal Tax Refund Due to the Earned Income Credit (EIC).
- Your written statement with the same wording as Notice 797.

If you are required to give Form W-2 and do so on time, no further notice is necessary if the Form W-2 has the required information about the EIC on the back of the employee's copy. If a substitute Form W-2 is given on time but does not have the required information, you must notify the employee within 1 week of the date the substitute Form W-2 is given. If Form W-2 is required but is not given on time, you must give the employee Notice 797 or your written statement by the date Form W-2 is required to be given. If Form W-2 is not required, you must notify the employee by February 7, 2012.

You must hand the notice directly to the employee or send it by first-class mail to the employee's last known address. You will not meet the notification requirements by posting Notice 797 on an employee bulletin board or sending it through office mail. However, you may want to post the notice to help inform all employees of the EIC. You can get copies of the notice from IRS.gov or by calling 1-800-829-3676.

How Will My Employees Know If They Can Claim the EIC?

The basic requirements are covered in Notice 797. For more detailed information, the employee needs to see Pub. 596, Earned Income Credit (EIC), or the instructions for Form 1040, 1040A, or 1040EZ.

How Do My Employees Claim the EIC?

Eligible employees claim the EIC on their 2011 tax return. Even employees who have no tax withheld from their pay or owe no tax can claim the EIC and get a refund, but they must file a tax return to do so. For example, if an employee has no tax withheld in 2011 and owes no tax but is eligible for a credit of \$829, he or she must file a 2011 tax return to get the \$829 refund.

Can My Employees Get Advance EIC Payments?

After 2010, your employees can no longer get advance payments of the credit in their pay during the year as they could in 2010 and earlier years, because the law changed. However, if they are eligible, they will still be able to claim the credit on their tax return.

Form W-5, Earned Income Credit Advance Payment Certificate, is no longer in use.

Notice **1015** (Rev. 12-2011)
Cat. No. 205991

SAFELY SURRENDERED BABY LAW

Safely Surrendered

No shame. No blame. No names.

In Los Angeles County: 1-877-BABY SAFE • 1-877-222-9723
www.babysafela.org

In Los Angeles County: 1 877 BABY SAFE 1 877 222 9723

www.babysafela.org

Safely Surrendered Baby Law

What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at 1-800-540-4000.

Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

What happens to the parent or surrendering adult?

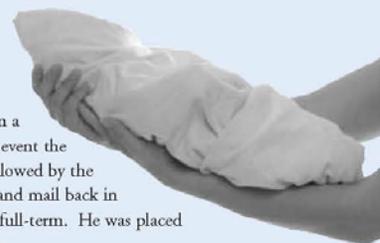
Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The Safely Surrendered Baby Law prevents this tragedy from ever happening again in California.

A baby's story

Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.



Ley de Entrega de Bebés *Sin Peligro*



Los recién nacidos pueden ser entregados en forma segura al personal de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles

Sin pena. Sin culpa. Sin nombres.

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org



En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

www.babysafela.org

Ley de Entrega de Bebés Sin Peligro

¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.

¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazaletes y el padre/madre o el adulto que lo entregue recibirá un brazaletes igual.

¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Ángeles al 1-800-540-4000.

¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan si tienen custodia legal.

¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

¿Por qué se está haciendo esto en California? ?

La finalidad de la Ley de Entrega de Bebés sin Peligro es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La Ley de Entrega de Bebés sin Peligro impide que vuelva a suceder esta tragedia en California.

Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazaletes con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.



CHARITABLE CONTRIBUTIONS CERTIFICATION

Company Name

Address

Internal Revenue Service Employer Identification Number

California Registry of Charitable Trusts "CT" number (if applicable)

The Nonprofit Integrity Act (SB 1262, Chapter 919) added requirements to California's Supervision of Trustees and Fundraisers for Charitable Purposes Act which regulates those receiving and raising charitable contributions.

Check the Certification below that is applicable to your company.

- Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California's Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Contractor engages in activities subjecting it to those laws during the term of a County contract, it will timely comply with them and provide County a copy of its initial registration with the California State Attorney General's Registry of Charitable Trusts when filed.

OR

- Contractor is registered with the California Registry of Charitable Trusts under the CT number listed above and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, sections 300-301 and Government Code sections 12585-12586.

Signature

Date

Name and Title of Signer (please print)

**CONTRACTOR'S NONDISCRIMINATION
IN SERVICES CERTIFICATION**

Contractor Name

Address

Internal Revenue Service Employer Identification Number

GENERAL

In accordance with Subchapter VI and VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, the Food Stamp Act of 1977 and the American With Disabilities Act of 1990, the Contractor, supplier, or vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, age, condition of disability, marital status, political affiliation or sex in compliance with all anti-discrimination laws of the United States of America and the State of California.

CONTRACTOR'S CERTIFICATION

- | | | (Circle One) | |
|----|--|--------------|----|
| | | Yes | No |
| 1. | CONTRACTOR has a written policy statement prohibiting discrimination in providing services and benefits. | Yes | No |
| 2. | CONTRACTOR periodically monitors the equal provision of services and benefits to ensure nondiscrimination. | Yes | No |
| 3. | Where problem areas are identified in the equal provision of services and benefits, the CONTRACTOR has a system for taking reasonable corrective action within a specified period of time. | Yes | No |

Name and Title of Signer

Signature

Date

COMPLAINT OF DISCRIMINATORY TREATMENT
(See Exhibit A, Technical Exhibit 6)

- 2.206.010 Findings and declarations.
- 2.206.020 Definitions.
- 2.206.030 Applicability.
- 2.206.040 Required solicitation and contract language.
- 2.206.050 Administration and compliance certification.
- 2.206.060 Exclusions/Exemptions.
- 2.206.070 Enforcement and remedies.
- 2.206.080 Severability.

2.206.010 Findings and declarations.

The Board of Supervisors finds that significant revenues are lost each year as a result of taxpayers who fail to pay their tax obligations on time. The delinquencies impose an economic burden upon the County and its taxpayers. Therefore, the Board of Supervisors establishes the goal of ensuring that individuals and businesses that benefit financially from contracts with the County fulfill their property tax obligation. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.020 Definitions.

The following definitions shall be applicable to this chapter:

- A. “Contractor” shall mean any person, firm, corporation, partnership, or combination thereof, which submits a bid or proposal or enters into a contract or agreement with the County.
- B. “County” shall mean the county of Los Angeles or any public entities for which the Board of Supervisors is the governing body.
- C. “County Property Taxes” shall mean any property tax obligation on the County’s secured or unsecured roll; except for tax obligations on the secured roll with respect to property held by a Contractor in a trust or fiduciary capacity or otherwise not beneficially owned by the Contractor.
- D. “Department” shall mean the County department, entity, or organization responsible for the solicitation and/or administration of the contract.
- E. “Default” shall mean any property tax obligation on the secured roll that has been deemed defaulted by operation of law pursuant to California Revenue and Taxation Code section 3436; or any property tax obligation on the unsecured roll that remains unpaid on the applicable delinquency date pursuant to California Revenue and Taxation Code section 2922; except for any property tax obligation dispute pending before the Assessment Appeals Board.
- F. “Solicitation” shall mean the County’s process to obtain bids or proposals for goods and services.
- G. “Treasurer-Tax Collector” shall mean the Treasurer and Tax Collector of the County of Los Angeles. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.030 Applicability.

This chapter shall apply to all solicitations issued 60 days after the effective date of the ordinance codified in this chapter. This chapter shall also apply to all new, renewed, extended, and/or amended contracts entered into 60 days after the effective date of the ordinance codified in this chapter. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.040 Required solicitation and contract language.

All solicitations and all new, renewed, extended, and/or amended contracts shall contain language which:

- A. Requires any Contractor to keep County Property Taxes out of Default status at all times during the term of an awarded contract;
- B. Provides that the failure of the Contractor to comply with the provisions in this chapter may prevent the Contractor from being awarded a new contract; and
- C. Provides that the failure of the Contractor to comply with the provisions in this chapter may constitute a material breach of an existing contract, and failure to cure the breach within 10 days of notice by the County by paying the outstanding County Property Tax or making payments in a manner agreed to and approved by the Treasurer-Tax Collector, may subject the contract to suspension and/or termination. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.050 Administration and compliance certification.

- A. The Treasurer-Tax Collector shall be responsible for the administration of this chapter. The Treasurer-Tax Collector shall, with the assistance of the Chief Executive Officer, Director of Internal Services, and County Counsel, issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other departments.
- B. Contractor shall be required to certify, at the time of submitting any bid or proposal to the County, or entering into any new contract, or renewal, extension or amendment of an existing contract with the County, that it is in compliance with this chapter is not in Default on any County Property Taxes or is current in payments due under any approved payment arrangement. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.060 Exclusions/Exemptions.

- A. This chapter shall not apply to the following contracts:
 - 1. Chief Executive Office delegated authority agreements under \$50,000;
 - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor;
 - 3. A purchase made through a state or federal contract;
 - 4. A contract where state or federal monies are used to fund service related programs, including but not limited to voucher programs, foster care, or other social programs that provide immediate direct assistance;
 - 5. Purchase orders under a master agreement, where the Contractor was certified at the time the master agreement was entered into and at any subsequent renewal, extension and/or amendment to the master agreement.
 - 6. Purchase orders issued by Internal Services Department under \$100,000 that is not the result of a competitive bidding process.
 - 7. Program agreements that utilize Board of Supervisors' discretionary funds;
 - 8. National contracts established for the purchase of equipment and supplies for and by the National Association of Counties, U.S. Communities Government Purchasing Alliance, or any similar related group purchasing organization;
 - 9. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, reseller, and must match and inter-member with existing supplies, equipment or systems maintained by

Title 2 ADMINISTRATION
Chapter 2.206
DEFAULTED PROPERTY TAX REDUCTION PROGRAM

the county pursuant to the Los Angeles Purchasing Policy and Procedures Manual, section P-3700 or a successor provision;

10. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, section 4.6.0 or a successor provision;

11. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section P-2810 or a successor provision;

12. A non-agreement purchase worth a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, section A-0300 or a successor provision; or

13. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual section P-0900 or a successor provision;

14. Other contracts for mission critical goods and/or services where the Board of Supervisors determines that an exemption is justified.

B. Other laws. This chapter shall not be interpreted or applied to any Contractor in a manner inconsistent with the laws of the United States or California. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.070 Enforcement and remedies.

A. The information furnished by each Contractor certifying that it is in compliance with this chapter shall be under penalty of perjury.

B. No Contractor shall willfully and knowingly make a false statement certifying compliance with this chapter for the purpose of obtaining or retaining a County contract.

C. For Contractor's violation of any provision of this chapter, the County department head responsible for administering the contract may do one or more of the following:

1. Recommend to the Board of Supervisors the termination of the contract; and/or,

2. Pursuant to chapter 2.202, seek the debarment of the contractor; and/or,

3. Recommend to the Board of Supervisors that an exemption is justified pursuant to Section 2.206.060.A.14 of this chapter or payment deferral as provided pursuant to the California Revenue and Taxation Code. (Ord. No. 2009-0026 § 1 (part), 2009.)

2.206.080 Severability.

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. No. 2009-0026 § 1 (part), 2009.)

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION - LOWER TIERED COVERED TRANSACTIONS (45 C.F.R. PART 76)

Instructions for Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion -- Lower Tier Covered Transactions (45 C.F.R. Part 76)

1. This certification is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that Proposer knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
2. Proposer shall provide immediate written notice to the person to whom this proposal is submitted if at any time Proposer learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
3. The terms “covered transaction,” “debarred,” “suspended,” “ineligible,” “lower tier covered transaction,” “Participant,” “person,” “primary covered transaction,” “principal,” “proposal,” and “voluntarily excluded,” as used in this certification, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
4. Proposer agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
5. Proposer further agrees by submitting this proposal that it will include the provision entitled Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion --Lower Tier Covered Transaction (45 C.F.R. Part 76),” as set forth in the text of the Sample Agreement attached to the Request for Proposals, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
6. Proposer acknowledges that a Participant in a covered transaction may rely upon a certification of a prospective Participant in a lower tier covered transaction that it is not proposed for debarment under 48 C.F.R. part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transaction, unless it knows that the certification is erroneous.

Proposer acknowledges that a Participant may decide the methods and frequency by which it determines the eligibility of its principals. Proposer acknowledges that each

Participant may, but is not required to; check the List of Parties Excluded from Federal Procurement and Non-procurement Programs.

7. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the required certification. The knowledge and information of a Participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
8. Expert for transactions authorized under paragraph 4 of these instructions, if a Participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
9. Where Proposer and/or its subcontractor/Subcontractor(s) is or are unable to certify to any of the statements in this Certification, Proposer shall attach a written explanation to its proposal in lieu of submitting this Certification. Proposer's written explanation shall describe the specific circumstances concerning the inability to certify. It further shall identify any owner, officer, partner, director, or other principal of the Proposer and/or subcontractor/Subcontractor who is currently suspended, debarred, ineligible, or excluded from securing federally funded contracts. The written explanation shall provide that person's or those persons' job description(s) and function(s) as they relate to the agreement which is being solicited by this Request for Proposals.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered transactions (45 C.F.R. Part 76)

Proposer hereby certifies that neither it nor any of its owners, officers, partners, directors, other principals or subcontractor/Subcontractors is currently debarred, suspended, proposed for debarment, declared ineligible or excluded from securing federally funded contracts by any federal department or agency.

Dated

Signature of Authorized Representative

Title of Authorized Representative

Printed Name of Authorized Representative

**COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC SOCIAL SERVICES
DOMESTIC VIOLENCE SUPPORTIVE SERVICES PROGRAM
FY __-__ REVENUE AND EXPENDITURE REPORT SUMMARY**

Contractor:			
Agency Name			
Contract Agreement No.:		Contract Agreement Period:	
Budget Amount:	Total Payments Received:	Total Expenditures:	Amount Due DPSS:
I. OUTREACH ACTIVITY		AMOUNT	
Outreach Activity			
II. DIRECT COSTS			
Staff			
■ Salaries and Wages			
■ Fringe Benefits			
SUBTOTAL		\$0	
Operating Costs			
■ Computer, Printer, & Software			
■ Equipment			
■ Maintenance			
■ Mileage			
■ Office supplies			
■ Postage			
■ Printing			
■ Legal Fees			
■ Rent			
■ Utilities			
■ Telephone			
■ Dues & Membership			
■ Licenses/Permits/Fees			
■ Consultants/Professional Fees			
■ Liability & other insurance			
■ Rent/Storage			
■ Personnel Advertising			
■ Conferences/Meetings			
■ Staff Training			
SUBTOTAL		\$0	
III. INDIRECT COSTS			
■ Indirect Costs		\$0	
TOTAL		\$0	
IV. CERTIFICATION			
I hereby certify to the best of my knowledge and belief that this Financial Closeout Report is a true and accurate presentation of actual expenditures made during the reporting period and that these expenditures were made in accordance with the purpose and conditions of the Contract Agreement referenced above.			
Name of Preparer		Title	Telephone Number
Name of Authorized Agency Representative		Title	
Signature		Date	

**COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC SOCIAL SERVICES
DOMESTIC VIOLENCE SUPPORTIVE SERVICES PROGRAM
FY __ - __ FINAL PROPERTY INVENTORY CERTIFICATION
(Property Acquired With Program Funding Only)**

Contractor:	
Agency Name	
Contract Agreement No:	Contract Agreement Period:

I. ACQUISITION OF PROPERTY

Please mark the applicable selection.

- Contract Agreement **Without** Property

I hereby certify that no property/equipment was furnished or acquired according to the terms and conditions of this Master Agreement.

- Contract Agreement **With** Property

I hereby certify that the inventory listing detailed below is complete, and that it correctly reflects all property/equipment furnished or purchased under the terms and conditions of this award. (Attach additional pages if needed.)

Property/Equipment	ID# <small>(e.g., stock no., serial no., property tag no., etc.)</small>	Location of Property/Equip.	Acquisition Date	Acquisition Cost	Current Value	Condition

Name of Authorized Agency Representative	Title
Signature	Date

**COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC SOCIAL SERVICES
DOMESTIC VIOLENCE SUPPORTIVE SERVICES PROGRAM**

FY __ - __ CONTRACT AGREEMENT CLOSEOUT TAX CERTIFICATION

Contractor:	
Agency Name	
Contract Agreement No.:	Contract Agreement Period:

In the performance of Contract Agreement indicated above, I certify that I have complied with requirements of the law, State of California, regarding the obtaining of employer identification/account numbers, collection, payment, deposit, and reporting of Federal, State and local taxes and the provision of W-2 forms to employees/enrollees who are not now my employees. For present employees/enrollees, formerly employed/enrolled under the Agreement, W-2 forms will be furnished as specified in Circular E, of the Employers Tax Guide.

IN WITNESS WHEREOF, this assignment has been executed this ____ day of _____ 20__.

Contractor Address	Contractor Employment Identification Number
Name of Authorized Agency Representative	Title
Signature	Date

**COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC SOCIAL SERVICES
DOMESTIC VIOLENCE SUPPORTIVE SERVICES PROGRAM
FY __ - __ CERTIFICATION OF UNSPENT FUNDS DISCLOSURE**

Contractor:	
Agency Name	
Contract Agreement No.:	Contract Agreement Period:

I. Did your agency generate any Unspent Funds?

Yes No

If yes please explain below (please add additional pages if necessary):

II. Please detail by cost category - Administrative and Program

GRANT NAME	UNSPENT FUNDS INCOME		
	Administrative	Program	Total
	\$	\$	\$

III. Certification

I certify that the information contained in this Certification of Unspent Funds Disclosure form is true and correct to the best of my knowledge.

Name of Authorized Agency Representative	Title
Signature	Title

**COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC SOCIAL SERVICES
DOMESTIC VIOLENCE SUPPORTIVE SERVICES PROGRAM
FY ___-___ CONTRACTOR RELEASE FORM**

Contractor:	
Agency Name	
Contract Agreement No.:	Contract Agreement Period:

Pursuant to the terms of FY ___-___ Contract Agreement Number _____, and in consideration of the expended and accrued sum of \$ _____, of which \$ _____ is the **amount paid** and \$ _____ is the **amount to be paid** under the said Agreement, **(Contractor Name)**, hereinafter called the awardee or to its assignees, if any, awardee upon payment of the said sum \$ _____ (subject to the review and final reconciliation by the Department of Public Social Services, hereinafter called the awarding agency) does release and discharge the awarding entity, its officers, agents, and employees, of and from all liabilities, obligations, claims, and demands whatsoever under or arising from the said Agreement, except:

For cost reimbursement programs only

- 1 Unpaid bills in stated amounts, or in estimated amounts where the exact amounts are not available, by the awardee, as follows:

Accrued Expenditures (attach additional worksheets, if necessary) - Costs shall be supported in your general ledger.

Invoice Date	Vendor	Invoice or P.O. #	Line Item	Cost Category	Amount	Expected Payment Date

- 2 Claims submitted after the June 30, 20__ deadline, which resulted from liabilities under the Contract Agreement program above, will not be paid, including unemployment insurance and audit

This release has been executed this _____ day of _____ 20__.

Name of Authorized Agency Representative	Title
Signature	Date

**RECOMMENDED AGENCIES AND CONTRACT AMOUNTS FOR
DOMESTIC VIOLENCE SUPPORTIVE SERVICES**

	Agency	Supervisorial District (s)	Annual Contract Amount	3-Year Contract Amount
1	1736 Family Crisis Center	1, 2, 4	\$1,547,637	\$4,642,911
2	Amanecer Community Counseling Service	1	\$392,018	\$1,176,054
3	Antelope Valley Domestic Violence Council	5	\$893,788	\$2,681,364
4	Asian American Advancing Justice - Los Angeles	1	\$130,000	\$390,000
5	California Hispanic Commission on Alcohol & Drug Abuse, Inc.	1	\$732,884	\$2,198,652
6	Cambodian Association of America	4	\$104,000	\$312,000
7	Center for the Pacific Asian Family, Inc.	2	\$114,194	\$342,582
8	Domestic Violence Center of the Santa Clarita Valley	5	\$128,600	\$385,800
9	East Los Angeles Women's Center	1	\$207,169	\$621,507
10	Foothill Family Service	1, 5	\$438,193	\$1,314,579
11	Harriett Buhai Center for Family Law	2	\$236,404	\$709,212
12	Haven Hills, Inc.	3	\$195,000	\$585,000
13	Helpline Youth Counseling, Inc.	4	\$157,412	\$472,236
14	House of Ruth, Inc.	1	\$372,904	\$1,118,712
15	Human Services Association	1	\$448,153	\$1,344,459
16	Institute for Multicultural Counseling and Education Services, Inc.	2, 5	\$867,107	\$2,601,321
17	Interval House	2, 4	\$332,160	\$996,480
18	Jenesse Center, Inc.	2	\$784,166	\$2,352,498
19	Jewish Family Service of Los Angeles	3	\$182,000	\$546,000
20	Korean American Family Services, Inc.	2	\$78,194	\$234,582
21	Legal Aid Foundation of Los Angeles	1, 2, 3, 4	\$975,189	\$2,925,567
22	Legal Aid Society of Orange County dba Community Legal Services	2, 4	\$587,867	\$1,763,601
23	Los Angeles Center for Law and Justice	1, 4	\$429,566	\$1,288,698
24	Neighborhood Legal Services of Los Angeles County	1, 3, 5	\$849,350	\$2,548,050

**RECOMMENDED AGENCIES AND CONTRACT AMOUNTS FOR
DOMESTIC VIOLENCE SUPPORTIVE SERVICES**

	Agency	Supervisorial District (s)	Annual Contract Amount	3-Year Contract Amount
25	Niswa Association, Inc.	4	\$108,250	\$324,750
26	Office of Samoan Affairs of California, Inc.	2	\$285,194	\$855,582
27	Para Los Ninos	1, 2	\$374,523	\$1,123,569
28	Peace Over Violence	5	\$128,779	\$386,337
29	Project Peacemakers, Inc.	2	\$238,194	\$714,582
30	Prototypes, Centers for Innovation in Health, Mental Health and Social Services	2, 3	\$1,207,137	\$3,621,411
31	Rainbow Services, LTD.	4	\$210,600	\$631,800
32	San Fernando Valley Community Mental Health Center, Inc.	3	\$390,000	\$1,170,000
33	South Asian Helpline & Referral Agency (SAHARA)	4	\$95,600	\$286,800
34	Su Casa	4	\$188,387	\$565,161
35	Tarzana Treatment Center	3, 5	\$520,440	\$1,561,320
36	The Women Shelter of Long Beach	4	\$430,000	\$1,290,000
37	The YWCA of Glendale	5	\$497,444	\$1,492,332
38	YWCA of San Gabriel Valley	5	\$473,000	\$1,419,000
Total			\$16,331,503	\$48,994,509